

NASA Langley Research Center



Career Path Development Plans

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Developed by - The United States Office of Personnel Management, Center for Talent Services

Career Development Plan

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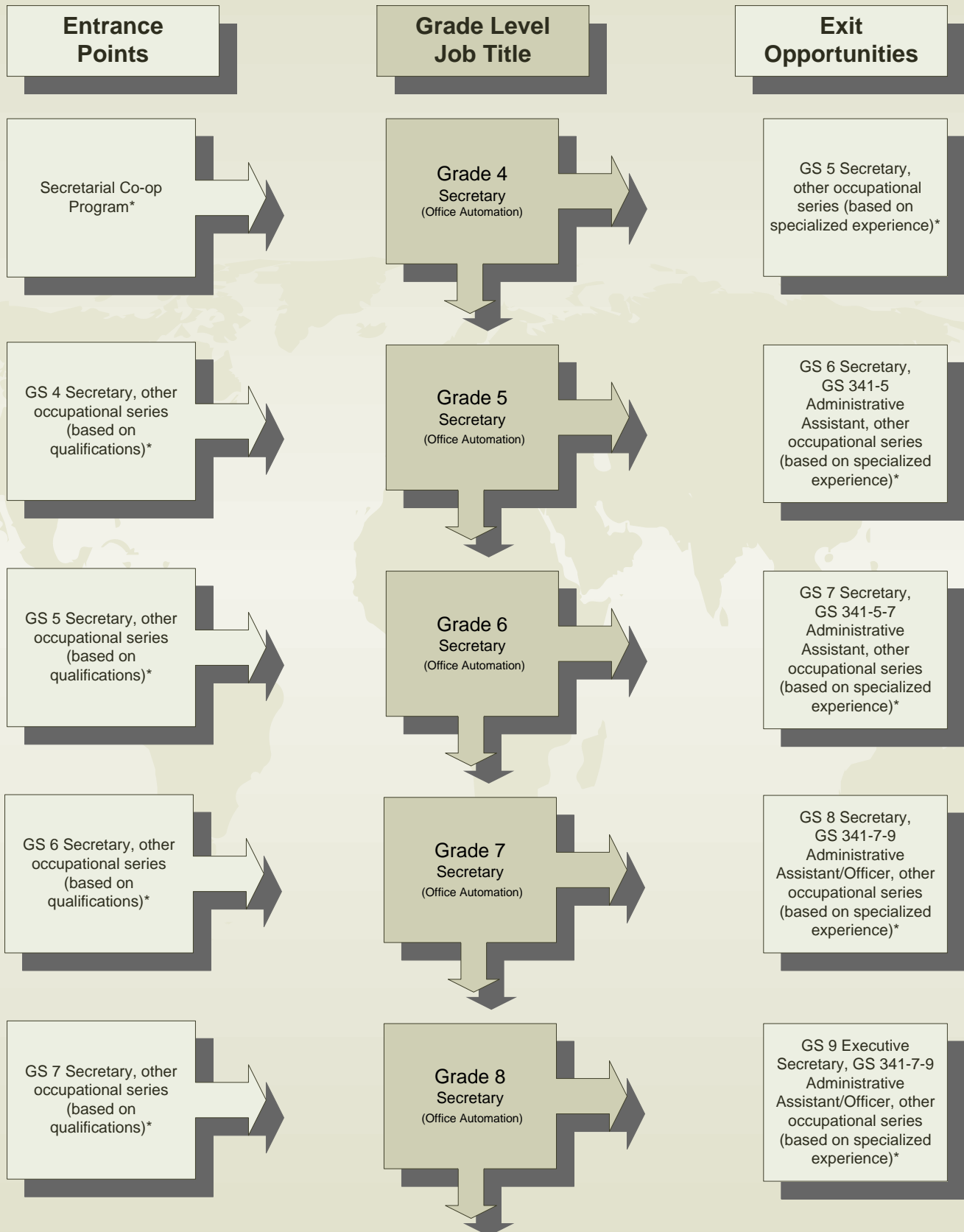
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Career Path Progression

Occupational Series 318 Secretary (Office Automation)



*Other NASA centers or government agencies and industry.

Career Path Progression

Occupational Series 318 Secretary (Office Automation)

Entrance Points

GS 8 Executive Secretary, other occupational series (based on qualifications)*

GS 9 Executive Secretary, other occupational series (based on qualifications)*

GS 10 Executive Secretary, other occupational series (based on qualifications)*

Grade Level Job Title

Grade 9
Secretary
(Office Automation)

Grade 10
Secretary
(Office Automation)

Grade 11
Secretary
(Office Automation)

Exit Opportunities

GS 10 Executive Secretary, GS 341-7-9 Administrative Assistant/Officer, other occupational series (based on specialized experience)*

GS 11 Executive Secretary, GS 341-9 Administrative Officer, other occupational series (based on specialized experience)*

GS 341-9 Administrative Officer, other occupational series (based on specialized experience)*

*Other NASA centers or government agencies and industry.

Criterion

Occupational Series 318 Secretary (Office Automation)

Competency	GS 4-6	GS 7-8	GS 9-11
Administrative Skills (Policies and Procedures)	Prepares documents (e.g., presentations, reports, correspondence) in compliance with existing organization and Center practices, policies, and procedures; reviews and disseminates information on policies and procedures within the organization.	Composes and prepares documents (e.g., presentations, reports, correspondence) in compliance with existing organization and Center practices, policies, and procedures; reviews documents from secretarial staff for format and grammatical accuracy and returns to originator for corrections; interprets and disseminates guidelines across organizational unit; develops new policies to supplement existing documents; serves as liaison for secretaries within organization.	Composes and prepares documents (e.g., presentations, reports, correspondence) in compliance with new and existing Center and/or Agency practices, policies, and procedures; reviews documents from secretarial staff for format and grammatical accuracy and returns to originator for corrections; interprets policies and procedures and provides guidance to Center secretarial staff.
Administrative Operations	Performs administrative operations (e.g., maintains multiple calendars, purchases a variety of office supplies and computer/laboratory equipment, schedules meetings, maintains official organizational records) for the office; tracks status of travel authorizations, actions, and purchases; receives guidance and direction from senior secretaries.	Performs administrative operations (e.g., maintains multiple senior level management calendars, purchases a variety of office supplies and computer equipment, schedules meetings, maintains official organizational records) for the office; tracks travel authorizations, actions, and purchases; provides oversight and guidance to other organizational secretaries.	Performs administrative operations (e.g., maintains multiple senior level management calendars, purchases a variety of office supplies and computer equipment, schedules meetings, maintains official organizational/Center records) for the office; tracks travel authorizations, actions, and purchases; advises Center secretarial staff on changes to administrative office procedures.
Office Coordination	Coordinates and prioritizes secretarial and administrative work assignments for the office in order to meet deadlines; seeks guidance from senior secretaries.	Coordinates and prioritizes secretarial and administrative work assignments for the office; establishes deadlines and disseminates guidelines throughout organization; supervises and monitors workload of secretarial team.	Advises and instructs secretarial staff across Center on new time management tools for accomplishing work assignments.
Communication/ Interpersonal Skills	Serves as liaison between office management and staff; provides assistance on administrative and procedural requirements.	Serves as liaison between the organization's management and staff with Center and/or Agency management officials and external organizations; provides leadership on administrative and procedural requirements; mentors other secretaries within organization.	Serves as liaison between Center level management with Agency senior officials and external organizations; provides leadership on administrative and procedural requirements; mentors other senior Center secretaries.

Competency	GS 4-6	GS 7-8	GS 9-11
Event Coordination	Works within office and across organizational unit to provide administrative assistance in the coordination of tours, visitors, meetings, conferences, workshops, etc.	Works across organizational unit and Center organizations to coordinate tours, visitors, meetings, conferences, workshops, etc., involving senior management and other external organizations.	Works across Center and Agency organizational lines to coordinate visitors, meetings, tours, workshops, etc., involving senior management, political officials, and other external organizations.
Communication/ Teambuilding	Utilizes knowledge of office policies and procedures to communicate orally with organizational and/or Center personnel and external customers to direct inquiries to appropriate personnel; serves as a member on organizational and Center teams and committees.	Utilizes knowledge of organization's policies and procedures, office operations, and programs to communicate orally and to respond to non-technical inquiries from organizational, Center, Agency personnel and external customers; leads or serves as a member on organizational and Center teams and committees.	Utilizes knowledge of organization and Center policies and procedures, Center operations and programs to communicate orally and to respond to non-technical inquiries from internal/external customers and senior Center/Agency management officials; leads or serves as a member on Center teams and committees.
Office Automation	Utilizes current office automation and web-based tools to draft correspondence, spreadsheets, presentations, reports, forms, and other documents for branch/office management and staff use; uses tools to collect a variety of information; uses electronic systems to track status of outgoing documents submitted by office.	Utilizes current office automation and web-based tools to research and compose correspondence, spreadsheets, presentations, forms, and other documents; uses tools to compile data for organizational management officials and staff; uses electronic systems to track status of incoming/outgoing documents from across the organization; shares knowledge of current and newly released computer hardware, software, and accessories with organizational unit.	Utilizes current office automation and web-based tools to research and compose correspondence, spreadsheets, presentations, forms, and other documents; uses tools to compile data for Center management officials and staff; uses electronic systems to track status of incoming/outgoing documents from across the Center; shares knowledge of current and newly released computer hardware, software, and accessories with Center secretaries.
Information Management	Enters and/or retrieves data using information management systems and action tracking systems (e.g., bank card, purchase requisitions, key activities, travel, correspondence); retrieves data to create spreadsheets and reports for office management staff; serves as the point of contact for general questions regarding system operations.	Enters and/or retrieves data using information management systems and action tracking systems (e.g., bank card, purchase requisitions, travel, key activities, correspondence); retrieves data to create spreadsheets, databases, and reports for managing the office and/or organizational unit; provides expert knowledge to organizational unit in system operations and troubleshooting problems.	Enters and retrieves data using information management systems and action tracking systems (e.g., bank card, purchase requisitions, travel, correspondence); retrieves data to create spreadsheets and databases for managing an executive office; shares knowledge of management and tracking systems with office staff and Center secretaries.

Enrichment Activities

Occupational Series 318 Secretary (Office Automation)

Administrative Skills

Organizational Knowledge

Office Automation

Grade 4-5-6

- Training courses {Fred Pryor Seminars (e.g., How to Successfully Manage Multiple Locations), National Seminars (e.g., Essentials of Managing the Front Desk, Cutting-Edge Skills for the Extraordinary Assistant), CareerTrack (e.g., Mistake Free Grammar and Proofreading)}
- Certified Professional Secretary Certificate or Certified Administrative Professional Rating (International Association of Administrative Professional website*)
- Administrative Assistant/Office Manager Certificate (Thomas Nelson Community College*)
- College courses related to the topics of office administration
- Attend conferences, workshops, seminars (e.g., Professional Development for Women Conference, Federal Women's Program Conference, The Conference for Administrative Assistants)
- Seek a mentor
- Records management (LaRC Records Manager*)
- CTA Program (LaRC's Office of Human Capital Management website*)
- Guides/handbooks for formatting, editing, and processing correspondence (e.g., GPO Style Manual, Gregg Style Manual, Secretaries Handbook, Information Protection Export Control Guide)
- Time and attendance and travel policy and procedures
- On-the-job training
- Serve as SEB Secretary

- Internal LMS website (e.g., Center Procedures, Procedural Requirements, Policy Directives)
- New Employee Orientation Program (tour, online, classroom)
- Attend Town Hall meetings
- Lead and/or serve on organizational and/or Center-wide teams or committees
- Attend Open-Door (monthly meetings with Center Director)
- "Inside NASA" website
- IEMP
- @ LaRC and organizational websites (e.g., NEMS online, Forms System)
- Strategic Plan
- LIP
- Participate in annual safety awareness activities
- Center mandatory security training
- SATERN
- Attend and/or participate in organizational staff meetings

- Microsoft Office (Word, PowerPoint, Excel), Internet Explorer, Acrobat, Informed Filler, Eudora, Meeting Maker, Word Processing, Fred Pryor Seminars (e.g., Using and Understanding Microsoft Office), CareerTrack (e.g., How to Create Professional PowerPoint Presentations), on-the-job training
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Internal training sessions on Center Information Management Systems (e.g., IEMP, Travel Manager, WebTads, Purchasing (P-card), property/custodian, incentive awards)

Grade 7-8-9-10-11

- Training courses {Fred Pryor Seminars (e.g., How to Successfully Manage Multiple Locations), National Seminars (e.g., Cutting-Edge Skills for the Extraordinary Assistant), CareerTrack (e.g., Mistake Free Grammar and Proofreading)}
- Certified Professional Secretary Certificate or Certified Administrative Professional Rating (International Association of Administrative Professional website*)
- Administrative Assistant/Office Manager Certificate (Thomas Nelson Community College*)
- College courses related to the topics of office administration
- Attend conferences, workshops, seminars (e.g., Professional Development for Women Conference, Federal Women's Program Conference, The Conference for Administrative Assistants)
- Seek a mentor
- Serve as a mentor to Branch/office level secretary
- Records management (LaRC Records Manager*)
- CTA Program (LaRC's Office of Human Capital Management website*)
- Guides/handbooks for formatting, editing, and processing correspondence (e.g., GPO Style Manual, Gregg Style Manual, Secretaries Handbook, Information Protection Export Control Guide)
- Coordinate/provide administrative support in logistics, set-up, etc. for workshops, conferences or seminars
- Time and attendance and travel policy and procedures
- On-the-job training
- Serve as SEB Secretary

- Internal LMS website (e.g., Center Procedures, Procedural Requirements, Policy Directives)
- New Employee Orientation Program (tour, online, classroom)
- Attend Town Hall meetings
- Lead and/or serve on organizational and/or Center-wide teams or committees
- Attend Open-Door (monthly meetings with Center Director)
- "Inside NASA" website
- IEMP
- @ LaRC and organizational websites (e.g., NEMS online, Forms System)
- Strategic Plan
- LIP
- Participate in annual safety awareness activities
- Center mandatory security training
- SATERN
- Attend and/or participate in organizational staff meetings

- Microsoft Office (Word, PowerPoint, Excel), Internet Explorer, Acrobat, Informed Filler, Eudora, Meeting Maker, Word Processing, Fred Pryor Seminars (e.g., Using and Understanding Microsoft Office), CareerTrack (e.g., How to Create Professional PowerPoint Presentations), on-the-job training
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Internal training sessions on Center Information Management Systems (e.g., IEMP, WebTads, Purchasing (P-card), property/custodian, incentive awards)

*The resources listed in parentheses indicate where further information can be obtained.

Enrichment Activities

Occupational Series 318 Secretary (Office Automation)

Grade 4-5-6

Communication/Interpersonal Skills

- Training courses {NASA (e.g., The Human Element), Graduate School, USDA (e.g., Assertiveness Skills, Basic Communication Skills), American Management Association (e.g., Dynamic Listening Skills for Successful Communication), CareerTrack (e.g., Speak with Confidence and Clarity, Professional Telephone Skills: Handling Calls with Confidence and Professionalism)}
- Participate in Toastmasters
- On-the-job training (face-to-face and/or electronic)
- Member of Speakers Bureau
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Develop and/or deliver presentations (during organizational staff meetings, committees, teams)
- Technical Library (books and reference materials on communication)
- Writing training courses {Graduate School, USDA (e.g., Writing Sentences and Paragraphs Effectively, Letter Writing Workshop), Skillpath (e.g., Business Writing and Grammar Skills Made Easy and Fun)}

Teambuilding

- Training courses {CareerTrack (e.g., Interpersonal Communication Skills: Communicating Better with Your Team), National Seminars (e.g., Coaching, Mentoring, and Teambuilding Skills)}
- Lead and/or serve on organizational meetings/ teams and Center teams and committees
- Conflict Resolution courses {Fred Pryor Seminars (e.g., Effective Communication Skills for Managing Conflict and Confrontation), American Management Association (e.g., Managing Conflict), OPM (e.g., Conflict Resolution Skills)}
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- On-the-job training
- NASA Langley Navigation Center (books and reference material on teambuilding)

Leadership

- Training courses {Fred Pryor Seminars (e.g., Management Skills for Secretaries, Administrative Assistants, and Support Staff), CareerTrack (e.g., The Art of Leadership)}
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Technical Library (books and references materials on leadership)
- Special assignments within LaRC (rotations, details, acting)
- Professional Organization membership (e.g., Federal Women's Program)
- On-the-job training
- NASA Langley Navigation Center (books and reference materials on leadership)

Grade 7-8-9-10-11

- Training courses {NASA (e.g., The Human Element), Graduate School, USDA (e.g., Assertiveness Skills, Basic Communication Skills), American Management Association (e.g., Dynamic Listening Skills for Successful Communication), CareerTrack (e.g., Speak with Confidence and Clarity, Professional Telephone Skills: Handling Calls with Confidence and Professionalism)}
- Participate in Toastmasters
- On-the-job training (face-to-face and/or electronic)
- Member of Speakers Bureau
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Develop and/or deliver presentations (during organizational staff meetings, committees, teams)
- Technical Library (books and reference materials on communication)
- Writing training courses {Graduate School, USDA (e.g., Writing Sentences and Paragraphs Effectively, Letter Writing Workshop), Skillpath (e.g., Business Writing and Grammar Skills Made Easy and Fun)}
- Negotiating training {Graduate School, USDA (e.g., Negotiating Techniques)}

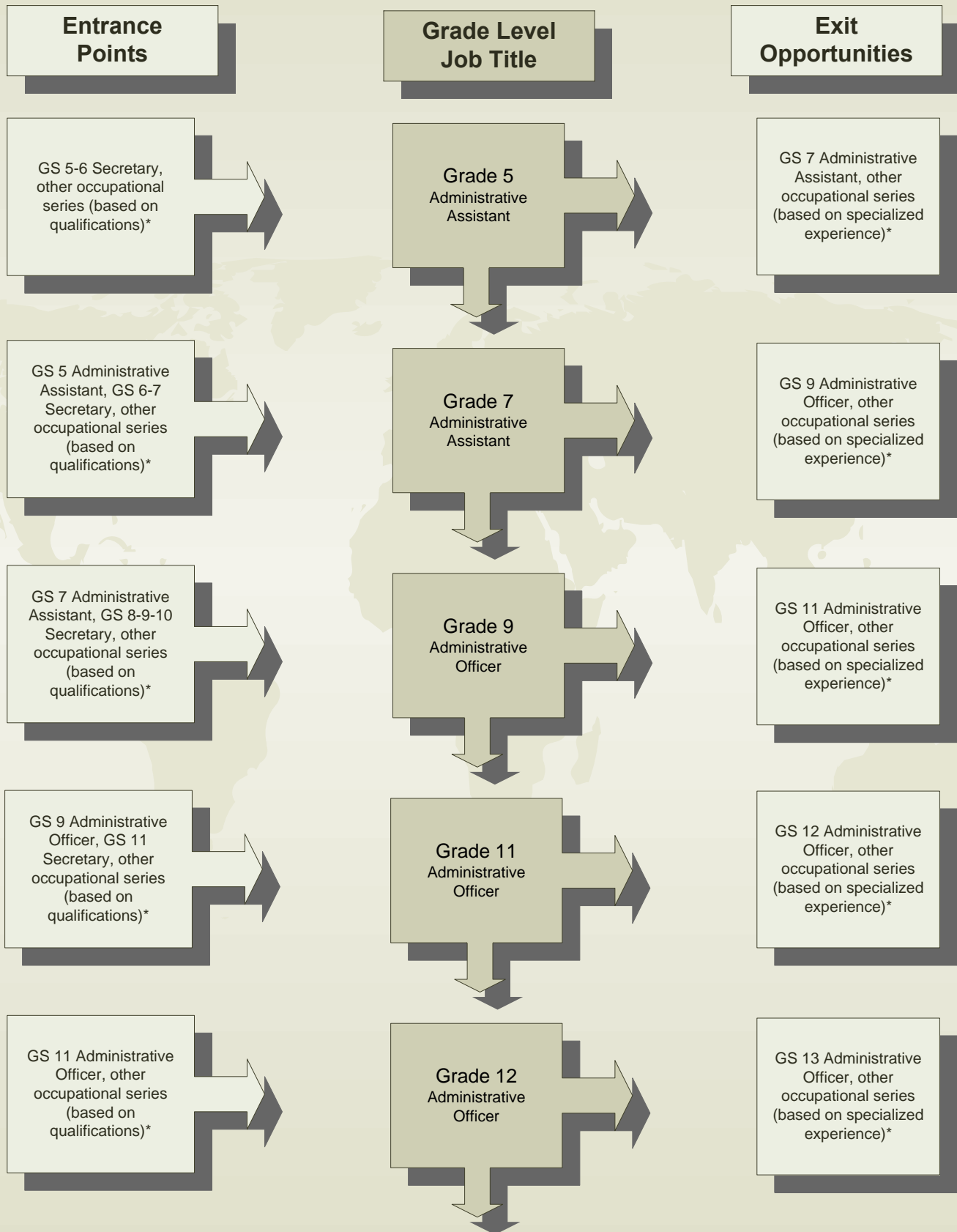
- Training courses {CareerTrack (e.g., Interpersonal Communication Skills: Communicating Better with Your Team), National Seminars (e.g., Coaching, Mentoring, and Teambuilding Skills)}
- Lead and/or serve on organizational meetings/ teams and Center teams and committees
- Conflict Resolution courses {Fred Pryor Seminars (e.g., Effective Communication Skills for Managing Conflict and Confrontation), American Management Association (e.g., Managing Conflict), OPM (e.g., Conflict Resolution Skills)}
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- On-the-job training
- NASA Langley Navigation Center (books and reference material on teambuilding)

- Training courses {Fred Pryor Seminars (e.g., Management Skills for Secretaries, Administrative Assistants, and Support Staff), CareerTrack (e.g., The Art of Leadership)}
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Technical Library (books and references materials on leadership)
- Co-lead/lead organizational, Center, and/or Agency teams or committees
- Special assignments within LaRC (rotations, details, acting)
- Professional Organization membership (e.g., Federal Women's Program)
- On-the-job training
- NASA Langley Navigation Center (books and reference materials on leadership)

*The resources listed in parentheses indicate where further information can be obtained.

Career Path Progression

Occupational Series 341 Administrative Assistant/Officer



*Other NASA centers or government agencies and industry.

Career Path Progression

Occupational Series 341 Administrative Assistant/Officer

Entrance Points

GS 11 Administrative Officer, other occupational series (based on qualifications)*

Grade Level Job Title

Grade 13 Administrative Officer

Exit Opportunities

Other occupational series (based on specialized experience)*

*Other NASA centers or government agencies and industry.

<p style="text-align: center;">Criterion</p> <p style="text-align: center;">Occupational Series 341 Administrative Assistant/Officer</p>		
Competency	GS 5-7 Administrative Assistant GS 9 Administrative Officer	GS 11-13 Administrative Officer
Administrative Skills (Policies and Procedures)	Utilizes knowledge of existing administrative, human resource, and budgetary regulations, policies, standards, and procedures to provide guidance to management and office staff and to complete personnel, training, and financial assignments.	Researches, interprets, and applies knowledge of organizational, Center, and/or Agency regulations, laws, standards, policies, and procedures to carry out administrative, human resources, and budgetary functions; develops new organizational policies to supplement existing documents; disseminates information to management officials and organizational staff; serves as liaison for administrative assistants/officers within organization.
Administrative Skills (Human Resources and Budget)	Performs administrative operations related to the collection and submission of office training requirements; prepares and processes procurement requisitions and other financial-related material through appropriate channels; prepares and submits paperwork for personnel transactions (e.g., details, new hires) with guidance from Senior Administrative Officers and/or management.	Independently performs administrative operations related to the research and development of the organization's training requirements; serves as the organization's point of contact for educational programs (e.g., LARSS, NFFP, GSRP); works with management to determine staffing needs; researches and drafts position descriptions and statement of duties for personnel transactions (e.g., details, new hires, promotions, reassignments) for the organization, Center, and/or Agency.
Administrative Skills (Information Management)	Utilizes existing organizational/Center guidance, criteria, and formats to submit information in response to requests and actions from within the organization or from other Center organizations.	Establishes and tracks deadlines; defines, develops, and disseminates guidance, criteria, and formats to management and/or office administrative staff for response to organizational, Center, and/or Agency inquiries.
Office Automation	Utilizes standard office automation applications (e.g., Microsoft Office), web-based tools (e.g., Internet Explorer, Firefox), organizational and Center web sites, and information management systems (e.g., financial, travel, personnel, training, workforce) to enter, retrieve, track, and process data for office management and Senior Administrative Officer.	Utilizes a variety of office automation applications (e.g., Microsoft Office), web-based tools (e.g., Internet Explorer, Firefox), organizational, Center, and/or Agency web sites, and information management systems (e.g., financial, travel, personnel, workforce, training) to research and create statistical, narrative, and procedural documentation for management and organizational staff use and/or for decision making purposes; provides expert instruction on the operation of information management systems to organizational and/or Center administrative assistants and management.
Communication/ Interpersonal	Serves as liaison between office management and organizational staff when relaying information on current practices and procedures and in processing requests involving administrative activities; interacts with Senior Administrative Officer when guidance/direction is needed.	Serves as liaison between senior-level management, organizational personnel, and other Center and/or Agency organizations to coordinate administrative activities; provides leadership to and mentors office administrative assistants.
Teambuilding	Provides administrative guidance and instruction during office meetings; serves as a member on organizational and Center teams and committees.	Participates in and leads discussions regarding organizational, Center, and/or Agency administrative actions/processes in a variety of forums (e.g., meetings, reviews); leads or serves as a member on organizational, Center, and/or Agency teams and committees.
Analytical and Problem Solving	Identifies and raises procedural issues to office management; recommends solutions for improving procedures to management and/or Senior Administrative Officer.	Identifies and recommends solutions to management; implements decisions regarding administrative, personnel, budgetary issues and processes affecting the organization, Center, and/or Agency.
Budgeting	Tracks travel, awards, and other financial budgets allocated to organization; raises budgetary issues and provides potential solutions to management when adjustments are needed.	Develops budget allocations and manages travel, awards, and other financial budgets for the organization; redistributes budgets based on changing priorities in organizational requirements; resolves discrepancies relative to budget allocation, content, and utilization of funds with management.

Enrichment Activities

Occupational Series 341 Administrative Assistant/Officer

Administrative Skills

Organizational Knowledge

Office Automation

Grade 5-7-9

- Training courses*
- Certificate of Achievement in Human Resources (American Management Association website**)
- Certified Administrative Professional Rating (International Association of Administrative Professionals website**)
- College courses in procurement/financial and human resources
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Attend conferences, workshops, seminars (e.g., Personnel Management Seminar)
- Seek a mentor
- CTA Program (LaRC's Office of Human Capital Management website**)
- Human resources guides/handbooks (e.g., Career Opportunities in Aerospace Technology)
- On-the-job training
- Human resources and procurement regulations and laws (e.g., NASA Flexibility Act) (LMS website**)
- Processes regarding Performance Based Actions, Adverse Actions, Labor Relations (LaRC's Office of Human Capital Management**)
- Processes regarding equal opportunity (LaRC's Equal Opportunity Office**)

- LaRC training courses (e.g., Competency Management System)
- Internal LMS website (e.g., Center Procedures)
- New Employee Orientation Program (tour, online, classroom)
- Attend Town Hall meetings
- Participate in organizational/Center-wide projects, teams, or committees
- Attend Open-Door (monthly meetings with Center Director)
- "Inside NASA" website
- IEMP
- @ LaRC and organizational websites (e.g., Senior Leadership Council)
- Strategic Plan
- LIP
- Participate in annual safety awareness activities
- Complete Center mandatory security training (e.g., annual IT)
- Center travel policy and procedures
- SATERN
- Notification and Federal Employee Antidiscrimination and Retaliation (No Fear Act)
- Attend and/or participate in organizational staff meetings

- Microsoft Office (Word, PowerPoint, Excel), Firefox, Internet Explorer, Acrobat, Informed Filler, Eudora, Meeting Maker, Fred Pryor Seminars (e.g., Using and Understanding Microsoft Office, Power Excel: Shortcuts, Tips, Techniques), National Seminars (e.g., Administering, Supporting, and Troubleshooting Microsoft Windows 2003), CareerTrack (e.g., How to Create Professional PowerPoint Presentations)
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Internal training sessions on Center Information Management Systems (e.g., IEMP, Travel Manager, WebTads, Purchasing (P-card), incentive awards, Competency Management System, WIMS, Supervisor Safety Inspection System, NASA Organizational Profile System, Position Description Management)

Grade 11-12-13

- Training courses*
- Certificate of Achievement in Human Resources (American Management Association website**)
- Certified Administrative Professional Rating (International Association of Administrative Professionals website**)
- College courses in procurement/financial, human resources, and statistics
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Attend conferences, workshops, seminars (e.g., Personnel Management Seminar)
- Seek a mentor
- Serve as a mentor to a branch/office level Administrative Assistant/Officer
- CTA Program (LaRC's Office of Human Capital Management website**)
- Human resources handbooks (e.g., Career Opportunities in Aerospace Technology)
- LaRC sponsored (COTR) training course
- On-the-job training
- Human resources and procurement regulations and laws (e.g., NASA Flexibility Act, LMS website**)
- Processes regarding Performance Based Actions, Adverse Actions, Labor Relations (LaRC's Office of Human Capital Management**)
- Processes regarding equal opportunity (LaRC's Equal Opportunity Office**)
- Appropriations Law, Accounting, General Financial Management, etc. (Management Concepts**)

- LaRC training courses (e.g., Competency Management System)
- Internal LMS website (e.g., Center Procedures)
- New Employee Orientation Program (tour, online, classroom)
- Attend Town Hall meetings
- Participate in organizational/Center-wide projects, teams, or committees
- Attend Open-Door (monthly meetings with Center Director)
- "Inside NASA" website
- IEMP
- @ LaRC and organizational websites (e.g., Senior Leadership Council)
- Strategic Plan
- LIP
- Participate in annual safety awareness activities
- Complete Center mandatory security training (e.g., Annual IT)
- Center travel policy and procedures
- SATERN
- Notification and Federal Employee Antidiscrimination and Retaliation (No Fear Act)
- Attend and/or participate in organizational staff meetings

- Microsoft Office (Word, PowerPoint, Excel), Firefox, Internet Explorer, Acrobat, Informed Filler, Eudora, Meeting Maker, Fred Pryor Seminars (e.g., Using and Understanding Microsoft Office, Power Excel: Shortcuts, Tips, Techniques), National Seminars (e.g., Administering, Supporting, and Troubleshooting Microsoft Windows 2003), CareerTrack (e.g., How to Create Professional PowerPoint Presentations)
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Internal training sessions on Center Information Management Systems (e.g., IEMP, Travel Manager, WebTads, Purchasing (P-card), incentive awards, Competency Management System, WIMS, Supervisor Safety Inspection System, NASA organizational Profile System, Position Description Management)

* Administrative Skills training course examples include: NASA (e.g., Finance for Non-Financial Managers), Graduate School, USDA (e.g., Managing Multiple Priorities); Fred Pryor Seminars (e.g., How to Get Organized), Skillpath (e.g., Finance and Accounting for Non-Financial Managers).

**The resources listed in parentheses indicate where further information can be obtained.

Enrichment Activities

Occupational Series 341 Administrative Assistant/Officer

Communication/Interpersonal Skills

Teambuilding

Leadership

Grade 5-7-9

- Training courses (NASA (e.g., The Human Element), Graduate School, USDA (e.g., Effective Communication with Customers), Fred Pryor Seminars (e.g., High-Impact Communication Skills for Women), Skillpath (e.g., Assertive Communication Skills for Women), American Management Association (e.g., How to Communicate with Diplomacy, Tact, and Credibility), CareerTrack (e.g., Powerful Presentation Skills: Planning and Delivering Your Presentation))
- Participate in Toastmasters
- On-the-job training (face-to-face and/or electronic)
- Member of Speakers Bureau
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Develop and/or deliver presentations (during organizational staff meetings, committees, teams)
- Writing training courses (Skillpath (e.g., Business Writing and Grammar Skills Made Easy and Fun), CareerTrack (e.g., Business Writing for Results), Graduate School, USDA (e.g., Writing for Government and Business))
- Negotiation training (Graduate School, USDA (e.g., Negotiating Techniques))
- Langley Technical Library (books and reference materials on communication skills)

- Training courses (OPM (e.g., Developing High Performing Teams), Fred Pryor Seminars (e.g., How to Motivate, Manage, and Lead a Team), Skillpath (e.g., Excelling as a Highly Effective Team Leader), CareerTrack (e.g., How to Lead a Team: Team Facilitation and Decision Making))
- Leads and/or serves on organizational meetings/ teams and Center teams and committees
- Conflict Resolution (Fred Pryor Seminars (e.g., Effective Communication Skills for Managing Conflict and Confrontation), American Management Association International (e.g., Managing Conflict), OPM (e.g., Conflict Resolution Skills))
- NASA Langley Multimedia Education Center (self-paced, online, books)
- On-the-job training
- NASA Langley Navigation Center (books and reference material on teambuilding)

- Training courses (Graduate School, USDA (e.g., Leadership Skills for Non-Supervisors), American Management Association (e.g., Management Skills for Administrative Professionals))
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Co-lead/lead organizational, Center and/or Agency teams or committees
- On-the-job training
- Special assignments within LaRC (rotations, details, acting)
- Professional Organization Membership (e.g., Federal Women's Program, International Association of Administrative Professionals)
- NASA Langley Navigation Center (books and reference materials on leadership)
- Langley Technical Library (books and reference materials on leadership)

Grade 11-12-13

- Training courses (NASA (e.g., The Human Element), Graduate School, USDA (e.g., Effective Communication with Customers), Fred Pryor Seminars (e.g., High-Impact Communication Skills for Women), Skillpath (e.g., Assertive Communication Skills for Women), American Management Association (e.g., How to Communicate with Diplomacy, Tact, and Credibility), CareerTrack (e.g., Powerful Presentation Skills: Planning and Delivering Your Presentation))
- Participate in Toastmasters
- On-the-job training (face-to-face and/or electronic)
- Member of Speakers Bureau
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Develop and/or deliver presentations (during organizational staff meetings, committees, teams)
- Writing training courses (Skillpath (e.g., Business Writing and Grammar Skills Made Easy and Fun), CareerTrack (e.g., Business Writing for Results), Graduate School, USDA (e.g., Writing for Government and Business))
- Negotiation training (Graduate School, USDA (e.g., Negotiating Techniques))
- Langley Technical Library (books and reference materials on communication)

- Training courses (OPM (e.g., Developing High Performing Teams), Fred Pryor Seminars (e.g., How to Motivate, Manage, and Lead a Team), Skillpath (e.g., Excelling as a Highly Effective Team Leader), CareerTrack (e.g., How to Lead a Team: Team Facilitation and Decision Making))
- Leads and/or serves on organizational meetings/ teams and Center teams and committees
- Conflict Resolution courses (Fred Pryor Seminars (e.g., Effective Communication Skills for Managing Conflict and Confrontation), American Management Association International (e.g., Managing Conflict), OPM (e.g., Conflict Resolution Skills))
- NASA Langley Multimedia Education Center (self-paced, online, books)
- On-the-job training
- NASA Langley Navigation Center (books and reference material on teambuilding)

- Training courses (Graduate School, USDA (e.g., Leadership Skills for Non-Supervisors), American Management Association (e.g., Management Skills for Administrative Professionals))
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Co-lead/lead organizational, Center and/or Agency teams or committees
- NASA sponsored "Managing the Influence Process" course, OPM sponsored "Leadership Foundations Seminar: Fundamentals for Aspiring Leaders" and "Leadership Skills for Non-Supervisors and Non-Managers" courses
- On-the-job training
- Special assignments within LaRC (rotations, details, acting)
- Professional Organization Membership (e.g., Federal Women's Program, International Association of Administrative Professionals)
- NASA Langley Navigation Center (books and reference materials on leadership)
- Langley Technical Library (books and reference materials on leadership)
- Professional Development Program (available through NASA LDP**)—APPLICABLE TO GRADE LEVEL 13 ONLY.

**The resources listed in parentheses indicate where further information can be obtained.

Career Path Progression

Occupational Series 800 Engineer

Entrance Points

Mission support, technicians, clerical/secretarial (qualifying degree), academia, co-op program, intern program*

GS 7 positions, mission support, technicians, clerical/secretarial (qualifying degree), researcher, scientist, academia, co-op program, intern program*

GS 9 positions, mission support, technicians, clerical/secretarial (qualifying degree), researcher, scientist, academia, co-op program, intern program*

GS 11 positions, mission support, technicians, clerical/secretarial (qualifying degree), researcher, scientist, academia, co-op program, intern program*

GS 12 positions, mission support, technicians, clerical/secretarial (qualifying degree), researcher, scientist, or supervisory positions, program/project management, academia*

Grade Level Job Title

Grade 7
Series 800

Grade 9
Series 800

Grade 11
Series 800

Grade 12
Series 800

Grade 13
Series 800

Exit Opportunities

Promoted to GS 9*

Promoted to GS 11 researcher or engineer positions*

Promoted to GS 12 researcher or engineer positions*

Promoted to GS 13 researcher or engineer positions, program or project management series, supervisory positions*

Promoted to GS 14 researcher or engineer positions, program or project management, supervisory positions*
TO THE GRADE 14 IS COMPETITIVE, NOT CAREER POTENTIAL

*Other NASA centers or government agencies and industry.

Career Path Progression

Occupational Series 800 Engineer

Entrance Points

GS 13 positions, mission support, technicians, clerical/secretarial (qualifying degree), researcher, scientist, or supervisory positions, program/project management, academia*

GS 14-15 positions, mission support, technicians, clerical/Secretarial (qualifying degree), researcher, scientist, or supervisory positions, program/project management, academia*

Grade Level Job Title

Grade 14
Series 800

Grade 15
Series 800

Exit Opportunities

Promoted to GS 15 researcher or engineer positions, program or project management, supervisory positions*
TO THE GRADE 15 IS COMPETITIVE, NOT CAREER POTENTIAL

GS 15 positions, SES, Senior Technical, Senior Leader*

*Other NASA centers or government agencies and industry.

<p style="text-align: center;">Criterion</p> <p style="text-align: center;">Occupational Series 800 Engineer</p>				
Competency	GS 7-11	GS 12-13	GS 14	GS 15
Experience, Knowledge, and Expertise	Knowledgeable or familiar in organizational engineering discipline areas.	Demonstrates capability in relevant engineering field requiring application of engineering principles, techniques, and methods.	Demonstrates mastery of specialty discipline areas including broad expertise in engineering principles, techniques, and methods.	Provides leadership as recognized technical expert for broad and complex programs; advances the state of the art of the technical discipline.
Self-Management	Completes tasks as assigned by supervisor or technical lead/mentor.	Works independently on broadly defined problems assigned by supervisor/team lead and proposes solutions (including resource requirements).	Works independently to resolve broadly defined problems and pursues solutions.	Defines broad technical problems and initiates solutions; provides authoritative advice to the Agency and national/international community.
Scope, Complexity, Impact	Performs group, team or Branch level assignments of limited scope.	Performs organizational unit and/or project level assignments; solves problems through novel application of existing engineering techniques.	Generates work products that impact Agency programs and national technical communities; solves problems requiring new concepts, techniques, and evaluation criteria.	Generates work products that impact Agency programs and international technical communities; solves problems requiring new concepts, techniques, and evaluation criteria that advance the technical state of the art.
Teamwork and Leadership	Serves as an effective Branch or Directorate team member by contributing technical knowledge.	Assists or leads Center or project level teams by formulating resource requirements, technical approach, and task plans.	Leads teams for multidisciplinary technical projects by generating requirements, delegating tasks to team members, and conducting technical reviews; contributes to Agency level or national activities.	Oversees technical excellence and standards across multidisciplinary engineering fields; sought for technical leadership of multidisciplinary projects or teams at Agency, national, or international level.
Communication	Presents ideas and solutions at Branch level.	Communicates at project/organizational unit level through publications, presentations, and technical reports.	Communicates in area of specialization to a wide variety of audiences; reviews and develops standards, serves on editorial review boards, and influences technical direction of projects.	Delivers keynote and invited presentations; edits technical journals; writes and reviews proposals for major programs/projects.

Career Path Progression

Occupational Series 800/1300 Researcher-Physical Scientist

Entrance Points

Mission support, technicians, clerical/secretarial (with qualifying degree), academia, co-op program, intern program*

GS 7 positions, mission support, technicians, clerical/secretarial (qualifying degree), engineer positions, academia, co-op program, intern program*

GS 9 positions, mission support, technicians, clerical/secretarial (qualifying degree), engineer positions, academia, co-op program, intern program*

GS 11 positions, mission support, technicians, clerical/secretarial (qualifying degree), engineer positions, academia, co-op program, intern program*

GS 12 positions, mission support, technicians, clerical/secretarial (qualifying degree), researcher, engineer, or supervisory positions, program/project management, academia, co-op program, intern program*

Grade Level Job Title

Grade 7
Research Engineer (800 series),
Physical Scientist (1300 series),
Student Trainee

Grade 9
Research Engineer (800 series),
Physical Scientist (1300 series),
Student Trainee

Grade 11
Research Engineer (800 series),
Physical Scientist (1300 series)

Grade 12
Research Engineer (800 series),
Physical Scientist (1300 series)

Grade 13
Research Engineer (800 series),
Physical Scientist (1300 series)

Exit Opportunities

Promoted to GS 9*

Promoted to GS 11 researcher or engineer positions*

Promoted to GS 12 researcher or engineer positions*

Promoted to GS 13 researcher or engineer positions, program or project management positions, supervisory positions*

Promoted to GS 14 researcher or engineer positions, program or project management positions, supervisory positions*
TO THE GRADE 14 IS COMPETITIVE, NOT CAREER POTENTIAL

*Other NASA centers or government agencies and industry.

Career Path Progression

Occupational Series 800/1300 Researcher-Physical Scientist

Entrance Points

GS 13 positions, mission support, technicians, clerical/secretarial, researcher, engineer, supervisory positions, program/project management, academia, co-op program, intern program*

GS 14 positions, mission support, technicians, clerical/secretarial, engineer, supervisory positions, program/project management, academia, co-op program, intern program*

Grade Level Job Title

Grade 14
Research Engineer
(800 series),
Physical Scientist
(1300 series)

Grade 15
Senior Research
Engineer (800 series),
Senior Physical
Scientist (1300 series)

Exit Opportunities

Promoted to GS 15 researcher or engineer positions, program or project management positions, supervisory positions*
TO THE GRADE 15 IS COMPETITIVE NOT CAREER POTENTIAL

GS 15 positions, SES, Senior Technical, Senior Leader*

*Other NASA centers or government agencies and industry.

Criterion

Occupational Series 800/1300 Researcher-Physical Scientist

Competency	GS 7-11	GS 12-13	GS 14	GS 15
Experience, Knowledge, and Expertise	Knowledgeable or familiar with relevant technical or discipline areas.	Demonstrates capability in relevant technical discipline requiring application of research principles, techniques, and methods.	Demonstrates mastery of specialty discipline areas including broad expertise in research principles, techniques, and methods.	Provides leadership as recognized technical expert for broad and complex scientific or technical areas; advances the state of the art of the technical and/or scientific discipline.
Self-Management	Completes tasks as assigned by supervisor or technical lead/mentor with supervision.	Works in research areas as assigned by supervisor/team lead with minimal supervision.	Proposes and conducts independent research in broadly defined scientific or technical areas.	Defines and conducts research in broad technical or scientific areas; provides authoritative advice to the Agency, national and international community.
Scope, Complexity, Impact	Performs group, team, or Branch level assignments of limited scope.	Performs organizational unit and/or project level research assignments through novel application of existing approaches.	Performs research that impacts Agency programs and national technical communities; develops concepts and techniques leading to improved knowledge or technologies within the discipline.	Performs research that impacts Agency programs and international technical communities; develops concepts and techniques leading to new knowledge, technologies, or fields of study; advances the state of the art.
Teamwork and Leadership	Serves as an effective Branch or Directorate team member by contributing technical knowledge.	Conducts or assists in leading research tasks; formulates resource requirements, technical approach, and task plans.	Leads teams for multidisciplinary research projects by generating objectives, delegating tasks to team members, and conducting technical reviews; contributes to Agency level or national activities.	Oversees technical excellence and standards across multidisciplinary scientific and technical fields; sought for leadership of multidisciplinary research and/or technical projects and/or teams at Agency, national, or international level.
Communication	Presents ideas and solutions at Branch level.	Communicates at project/organizational unit level through publications, presentations, and technical reports.	Communicates in area of specialization to a wide variety of audiences; reviews research proposals and technical publications; serves on editorial review boards and influences direction of research projects.	Serves as advisor to Agency and research community; delivers keynote and invited presentations; edits technical journals; writes and reviews research proposals for major programs/projects.

Career Path Progression

Supervisor

Entrance Points

Researcher, engineer, or scientist positions, program/project management positions, academia*

GS 13 and 14 positions, researcher, engineer, or scientist positions, program/project management positions, academia*

GS 14 and 15 positions, researcher, engineer, or scientist positions, program/project management positions, academia*

Grade Level Job Title

Grade 13

Assistant Branch Head

Grade 14

Assistant Branch Head, Branch Head

Grade 15

Assistant Branch Head, Branch Head, Deputy Director for organizational unit (i.e., Deputy Director for Science), Associate Director for Organizational Unit, Assistant Director

Exit Opportunities

Promoted to GS 14, researcher, engineer, or scientist positions, program/project management positions, academia*

Promoted to GS 15, researcher, engineer, or scientist positions, program/project management positions, academia, SES, Senior Technical, Senior Leader*

Researcher, engineer, or scientist positions, program/project management positions, academia, SES, Senior Technical, Senior Leader*

*Other NASA centers or government agencies and industry.

Criterion Supervisor

Competency	GS 13	GS 14	GS 15
Experience Level, Knowledge, and Expertise	Knowledgeable of Center personnel, business, and program/project processes; recognized technical expert in Branch disciplines.	Knowledgeable of Center personnel, business processes, project/program management, and inter-center relationships; recognized technical expert in Branch/organizational unit disciplines.	Knowledgeable of Agency and related government laboratory personnel, business, and program/project processes; multidisciplinary knowledge of organizational unit competency areas.
Leadership	Coordinates and delegates technical activities within Branch.	Leads and assists personnel in accomplishing Branch activities; coordinates resources, including facilities and equipment; mentors Branch personnel in developing career paths and technical skills.	Leads personnel in accomplishing Branch or Directorate mission and multiple unrelated activities; coordinates resources, including facilities and equipment, across organizational units; mentors personnel in developing career paths and technical skills; mentors Directorate personnel in succession planning.
Organizational Knowledge	Utilizes analytical and problem solving skills to supervise and plan program and project duties having impact at the Branch level.	Defines and accomplishes organizational objectives that have impact at the Branch and/or Center level through planning (e.g., staffing plans), coordinating (e.g., facilities and budget), and negotiating activities.	Participates in strategic planning and integration; manages multiple functions and organizations with duties having impact at the Branch, Center, and/or Agency level.
Team Building	Leads assigned technical tasks and guides teams; negotiates for resources and facilities; provides management guidance to build effective and independent teams.	Develops personnel into effective team members and leaders through mentoring; provides resources, facilities and management guidance to build effective and independent teams.	Utilizes technical and managerial skills to build high performance teams; works effectively across organizational and Agency boundaries; provides resources, facilities and management guidance to build effective and cohesive organizations.
Communication	Communicates on technical and managerial matters with employees within Branch or Directorate.	Communicates the mission, vision, and organizational goals; influences technical effort or direction across Branch, Directorate and/or Center; reviews technical documents and presentations.	Leads internal and external peer reviews; communicates and effects organizational change across Branch, Directorate, Center, and/or Agency; drafts and reviews Center and/or Agency level documents.

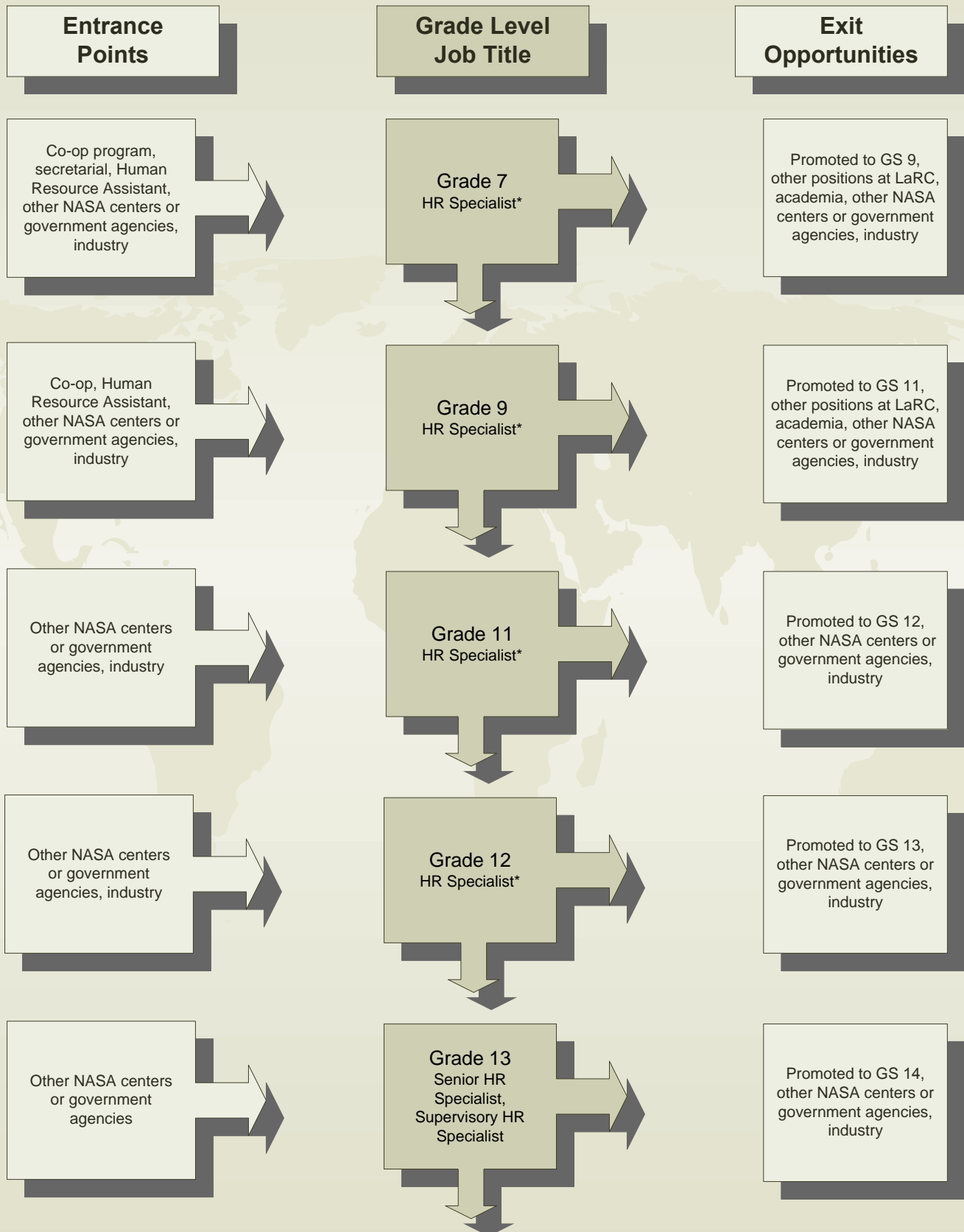
Enrichment Activities

Occupational Series 800 Engineer, 800/1300 Researcher-Physical Scientist, and Supervisor

	Continual Learning	Leadership/Teambuilding	Organizational Knowledge	Communication
Grade 7-11	<ul style="list-style-type: none"> - Professional Entrance Training Program, Center-funded training - Graduate Study Programs (e.g., GSRP) - Attend NIA lectures and workshops - Participate in technical colloquia, professional societies (e.g., AIAA, SPIE), conferences, and symposia - Participate in APPEL discipline core courses, technical courses 	<ul style="list-style-type: none"> - APPEL courses (e.g., team leadership/membership) - Informal Seminars (e.g., Langley Brown Bag Seminars) - Professional societies (e.g., AIAA) - Seek a mentor - Seek involvement in community (e.g., presentations, fair judging) - NASA First Program 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - APPEL courses (Intro to Aerospace at NASA, Business Management) - Participate in center-wide projects or committees (e.g., CALIPSO) - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - OPM and USDA financial courses 	<ul style="list-style-type: none"> - Technical writing courses (e.g., APPEL), write technical papers, publish technical reports - Toastmasters - Participate and/or present at conferences - Internal technical seminars - Language skills courses - Teach short courses in technical discipline areas
Grade 12	<ul style="list-style-type: none"> - Graduate Study Programs (e.g., GSRP) - Attend NIA lectures and workshops - Participate in technical colloquia, professional societies (e.g., AIAA, SPIE), conferences, and symposia - Participate in APPEL discipline core courses, technical courses 	<ul style="list-style-type: none"> - APPEL/public speaking/leadership courses and programs (e.g. team leadership/membership, OPM courses, teambuilding program) - Informal Seminars (e.g., Langley Brown Bag Seminars) - Professional societies (e.g., AIAA) - Serve as a mentor - Seek involvement in community (e.g., presentations, fair judging) - NASA First Program 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - APPEL courses (Intro to Aerospace at NASA, Business Management) - Participate in center-wide projects or committees (e.g., CALIPSO) - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - OPM and USDA financial courses 	<ul style="list-style-type: none"> - Technical writing courses (e.g., APPEL), write technical papers, publish technical reports - Toastmasters - Participate and/or present at conferences - Internal technical seminars - Language skills courses - Teach short courses in technical discipline areas
Grade 13	<ul style="list-style-type: none"> - Graduate Study Programs (e.g., GSRP) - Attend NIA lectures and workshops - Participate in technical colloquia, professional societies (e.g., AIAA, SPIE), conferences, and symposia - Participate in APPEL discipline core courses, technical courses - Floyd Thompson, NASA Administrator, or other fellowship programs 	<ul style="list-style-type: none"> - APPEL/public speaking/leadership courses and programs (e.g. team leadership/membership, OPM courses, teambuilding program) - Informal Seminars (e.g., Langley Brown Bag Seminars) - Professional societies (e.g., AIAA) - Serve as a mentor - Seek involvement in community (e.g., presentations, fair judging) - Agency LMDP courses (e.g., MIP) - LDP 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - APPEL courses (Intro to Aerospace at NASA, Business Management) - Participate in center-wide projects or committees (e.g., CALIPSO) - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - OPM and USDA financial courses - Details to other NASA centers or Headquarters 	<ul style="list-style-type: none"> - Technical writing courses (e.g., APPEL), write technical papers, publish technical reports - Toastmasters - Participate and/or present at conferences, internal technical seminars - Language skills courses - Teach short courses in technical discipline areas - Review and publish papers, journals, proposals, and books - OPM Media Interaction training
Grade 14	<ul style="list-style-type: none"> - Graduate Study Programs (e.g., GSRP) - Attend NIA lectures and workshops - Participate in technical colloquia, professional societies (e.g., AIAA, SPIE), conferences, and symposia - Participate in APPEL discipline core courses, technical courses - Floyd Thompson, NASA Administrator, or other fellowship programs 	<ul style="list-style-type: none"> - APPEL/public speaking/leadership courses and programs (e.g. team leadership/membership, OPM courses, teambuilding program) - Informal Seminars (e.g., Langley Brown Bag Seminars) - Professional societies (e.g., AIAA) - Serve as a mentor, teach courses, seek leadership of sub-teams - Seek involvement in community (e.g., presentations, fair judging) - NASA centers/Headquarters details - MIP, MEP, IPA, FEI courses - LDP, LLSDP, SES CDP - Organize conferences/workshops 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - APPEL courses (Intro to Aerospace at NASA, Business Management) - Participate in center-wide projects or committees (e.g., CALIPSO) - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - OPM and USDA financial courses - Details to other NASA centers or Headquarters 	<ul style="list-style-type: none"> - Technical writing courses (e.g., APPEL), write technical papers, publish technical reports - Toastmasters - Participate and/or present at conferences - Internal technical seminars - Language skills courses - Teach short courses in technical discipline areas - Review and publish papers, journals, proposals, and books - OPM Media Interaction training - Conference leadership-invited speakers for IEEE, AIAA, SPIE, etc.
Grade 15	<ul style="list-style-type: none"> - Graduate Study Programs (e.g., GSRP) - Center-funded training - Technical courses - Attend NIA lectures and workshops - Participate in technical colloquia, professional societies (e.g., AIAA, SPIE), conferences, and symposia - Participate in APPEL discipline core courses - Floyd Thompson, NASA Administrator, or other fellowship programs 	<ul style="list-style-type: none"> - APPEL/public speaking/leadership courses and programs (e.g. team leadership/membership, OPM courses, teambuilding program) - Informal Seminars (e.g., Langley Brown Bag Seminars) - Professional societies (e.g., AIAA) - Serve as a mentor - Seek involvement in community (e.g., presentations, fair judging) - NASA centers/Headquarters details - MIP, MEP, IPA, FEI courses - LDP, LLSDP, SES CDP - Organize conferences/workshops - Teach technical discipline graduate and undergraduate level courses - Seek sub-team/team technical leadership role (Center/Agency level) - Lead proposal writing activities - Work with organizations/universities, including at international level 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - APPEL courses (Intro to Aerospace at NASA, Business Management) - Participate in Center-wide projects or committees (e.g., CALIPSO) - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - OPM and USDA financial courses - Details to other NASA centers or Headquarters 	<ul style="list-style-type: none"> - Technical writing courses (e.g., APPEL), write technical papers, publish technical reports - Toastmasters - Participate and/or present at conferences - Internal technical seminars - Language skills courses - Teach short courses in technical discipline areas - Review and publish papers, journals, proposals, and books - OPM Media Interaction training - Conference Leadership-invited or keynote speakers for IEEE, AIAA, SPIE, etc.

Career Path Progression

Occupational Series 201 Human Resources (HR)



* Classification, Staffing and Recruitment, Employee and Labor Relations, Human Resource Development.

Career Path Progression

Occupational Series 201 Human Resources (HR)

Entrance Points

Other NASA centers
or government
agencies

Other NASA centers
or government
agencies

Grade Level Job Title

Grade 14
Senior HR
Specialist,
Supervisory HR
Specialist, Assistant
Director of HR,
Assistant HR Officer

Grade 15
Senior/Supervisory
HR Specialist,
Assistant Director of
HR, Assistant HR
Officer, HR Officer/
Director

Exit Opportunities

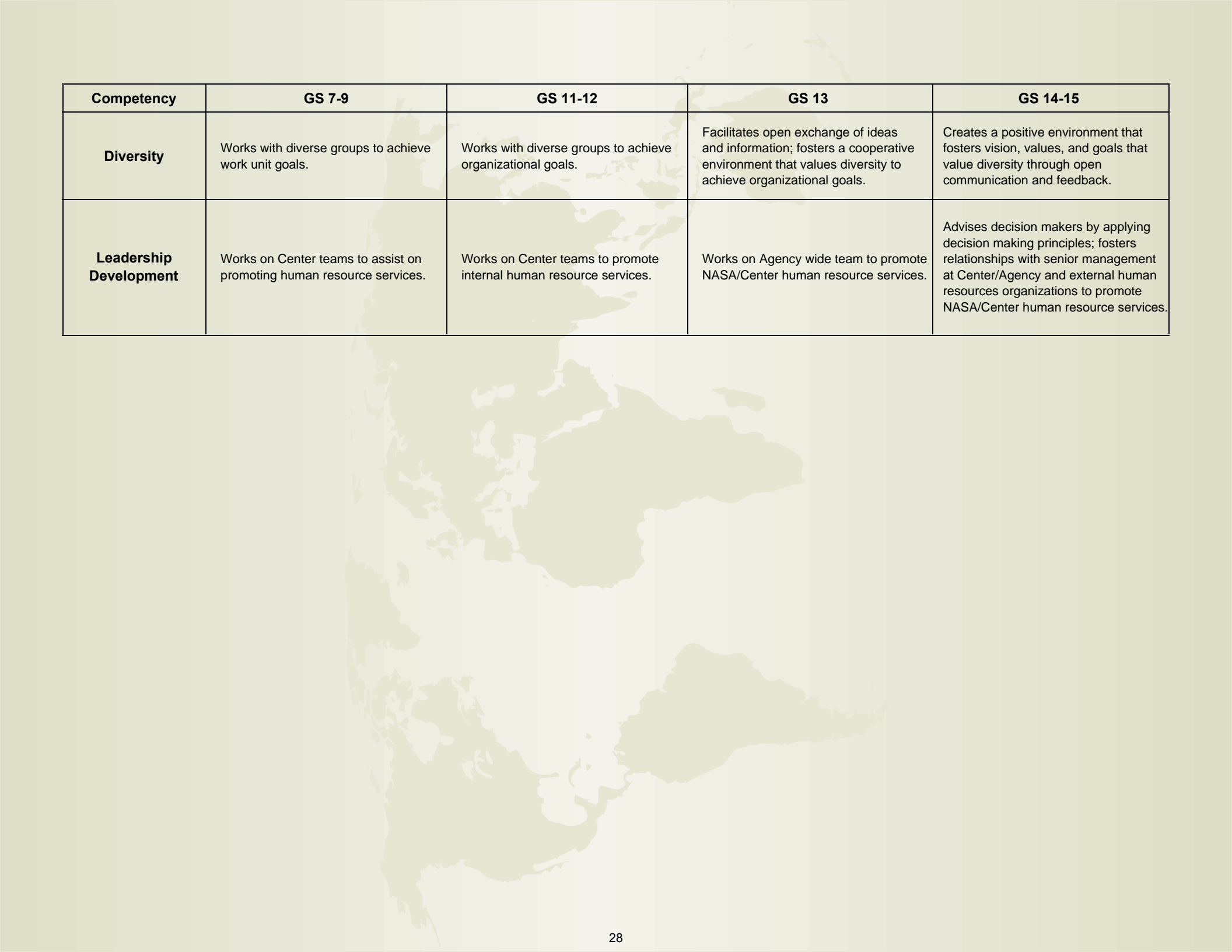
Promoted to GS 15,
other NASA centers or
government agencies,
industry

SES, other NASA
centers or government
agencies, industry

Criterion

Occupational Series 201 Human Resources (HR)

Competency	GS 7-9	GS 11-12	GS 13	GS 14-15
Knowledge of Human Resources Services	Knowledgeable of personnel and human resources management concepts.	Researches, analyzes, reviews, or initiates action within personnel and human resources management program areas.	Guides application and implementation of personnel policies, procedures, and regulations.	Identifies, anticipates, manages, and resolves critical issues related to personnel and human resources management.
Knowledge of Human Resources Automated Tools	Knowledgeable of human resource automated tools (e.g., Position Description Management Module, NASA STARS, SATERN) related to HR Systems; analyzes and communicates information regarding HR systems (e.g., inputting information).	Provides advice and guidance on the operation of personnel systems and on capabilities available to assist in routine activities.	Consults with representatives of service organizations to design, implement, and maintain LaRC local subsystems in human resources; analyzes personnel data to ensure Center supervisor, manager, and employee needs are being met.	Reviews, develops, implements, manages, and administers personnel systems to comply with Agency requirements; oversees and manages the operation of HR systems within the human resources management activities at LaRC.
Customer Service	Interacts with clients and customers to assess their needs and priorities for internal and external customers; seeks advice of Senior Specialists on complex customer needs.	Assesses standard customer needs and priorities; communicates with customers and provides feedback on solutions to meet the needs of the customers with minimal guidance.	Assesses complex customer needs and priorities; communicates independently with customers and provides feedback on solutions to meet the needs of customers; identifies and implements best practices in customer satisfaction and retention methods.	Links customer service satisfaction to employee performance measurement and Center reward program by contacting customers to obtain feedback; contacts managers to determine quality changes of services and implements based on feedback; discusses with team members solutions for improving customer service.
Teamwork	Works well with others within the office through teamwork; fosters commitment through initiative and participation.	Facilitates and promotes team productivity utilizing knowledge of team development stages and team processes.	Facilitates and promotes team productivity utilizing knowledge of team development stages and team processes; selects and utilizes team members to effectively accomplish Center goals through mentoring of members.	Monitors team membership and participation through encouragement, feedback, and provision of resources; rewards team for achieving goals.
Technical Knowledge	Identifies and recommends solutions for routine human resource issues (e.g., staffing, classification, training, employee and labor relations).	Identifies and recommends solutions for human resource issues (e.g., staffing, classification, training, employee and labor relations); ensures accountability of results.	Identifies and recommends solutions for a full range of complex human resource issues (e.g., staffing, classification, training, employee and labor relations); ensures accountability of results.	Manages and/or supervises human resource specialists; identifies and recommends solutions for human resource issues with significant organizational impact (e.g., staffing, classification, training, employee and labor relations); ensures accountability of results within human resources.



Competency	GS 7-9	GS 11-12	GS 13	GS 14-15
Diversity	Works with diverse groups to achieve work unit goals.	Works with diverse groups to achieve organizational goals.	Facilitates open exchange of ideas and information; fosters a cooperative environment that values diversity to achieve organizational goals.	Creates a positive environment that fosters vision, values, and goals that value diversity through open communication and feedback.
Leadership Development	Works on Center teams to assist on promoting human resource services.	Works on Center teams to promote internal human resource services.	Works on Agency wide team to promote NASA/Center human resource services.	Advises decision makers by applying decision making principles; fosters relationships with senior management at Center/Agency and external human resources organizations to promote NASA/Center human resource services.

Enrichment Activities

Occupational Series 210 Human Resources

	Communication	Leadership	Organizational Knowledge
Grade 7 -9	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, Directorate, OUM) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - CMR - Development of technical report - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website, @ LaRC - Integrated Enterprise Management Program - LMS - APPEL courses - Strategic Plan, LIP - NASA online training modules
Grade 11- 12	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, Directorate, OUM, Center) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership (e.g., SHRM, FEW) - Co-lead/lead teams - Professional Development Program - Inter-agency training (e.g., DOJ, DEOMI) - Center and Agency Strategic Plans 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Participate in Center-wide projects or committees - Open-door (meetings with Center Director monthly) - "Inside NASA" website, @ LaRC - Integrated Enterprise Management Program - LMS - APPEL courses - Strategic Plan, LIP - NASA online training modules
Grade 13	<ul style="list-style-type: none"> - Toastmasters) - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM, Center) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams; Agency Fellowships - Professional Organization(s) membership (e.g., SHRM, FEW) - Co-lead/lead teams - Professional Development Program - Inter-agency training (e.g., DOJ, DEOMI) - Center and Agency Strategic Plans - OPM courses (e.g., Leadership Potential), NASA sponsored leadership courses (e.g., MIP, MEP) - LDP 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Participate in Center-wide projects or committees - Open-Door (meetings with Center Director monthly) - "Inside NASA" website, @ LaRC - Integrated Enterprise Management Program - LMS - APPEL courses - Detail to NASA centers or Headquarters - Strategic Plan, LIP - NASA online training modules
Grade 14	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM, Center, Agency) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams; Agency Fellowships - Professional Organization(s) membership (e.g., SHRM, FEW) - Co-lead/lead teams - Professional Development Program - Inter-agency training (e.g., DOJ, DEOMI) - Center and Agency Strategic Plans - OPM courses (e.g., Leadership Potential), NASA sponsored leadership courses (e.g., MIP, MEP) - LDP, SES CDP - SEB (committee chair) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Participate in Center-wide projects or committees - Open-Door (meetings with Center Director monthly) - "Inside NASA" website, @ LaRC - Integrated Enterprise Management Program - LMS - APPEL courses - Detail to NASA centers or Headquarters - Strategic Plan, LIP - NASA online training modules
Grade 15	<ul style="list-style-type: none"> - Speakers Bureau - Presentations (staff meeting, OUM, Center, Agency) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Present at professional conferences/diverse audiences - National/International conferences - Representative at top-level Agency groups 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams; Agency Fellowships - Professional Organization(s) membership (e.g., SHRM, FEW) - Co-lead/lead teams - Professional Development Program - Inter-agency training (e.g., DOJ, DEOMI) - Center and Agency Strategic Plans - OPM courses (e.g., Leadership Potential), NASA sponsored leadership courses (e.g., MIP, MEP) - LDP, SES CDP - SEB (committee chair) - FEI - Agency coaching 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Lead Center-wide projects or committees - Open-Door (meetings with Center Director monthly) - "Inside NASA" website, @ LaRC - Integrated Enterprise Management Program - LMS - APPEL courses - Detail to NASA centers or Headquarters; interagency assignments or teams - Strategic Plan, LIP - NASA online training modules - Member of personnel evaluation team

Enrichment Activities

Occupational Series 210 Human Resources

	Customer Service	Technical Knowledge
Grade 7 -9	<ul style="list-style-type: none"> - Diversity training - Communication skills training - "Dealing with Difficult Individuals" course - Langley online training - Langley Multimedia Education Center (self-paced learning) - Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences) - Measure customer feedback - NEEIS (online educational evaluation tool) 	<ul style="list-style-type: none"> - Cross-functional knowledge (i.e. procurement, budgeting, safety, EEO, HR, finance, IT, CMR, CMS, knowledge management), Merit Principles, merit promotion procedures, specific classification guides, related conferences and seminars, NASA STARS, PDM (Avue Product for Classification), federal acquisition regulations, HR consulting, generalist as a consultant, HRM accountability, developmental assignments (e.g., rotations to special agency wide projects or across other functional areas)** - Process personnel actions, basic staffing and placement, basic classification, use the qualification standards handbook and classification standards handbook, FLSA, grievances, performance management, basic employee relations, leave administration, traditional bargaining, adverse and performance based actions, affirmative employment, basic pay setting, recruit, interview, and select people, Priority Placement Program (PPP)/RIF, benefits administration, workers compensation, retirement, violence in the workplace, basic labor relations, hours of duty, restoration of duty, death/benefits, awards, alternative dispute resolution, position management, advanced pay setting, reasonable accommodation, statistics, basic employee development, conduct training needs assessment, use of multimedia presentation methods, training evaluation, instructor training, train-the-trainer, facilitator training, instructional design, FPPS processing, creative thinking
Grade 11- 12	<ul style="list-style-type: none"> - Diversity training - Communication skills training - "Dealing with Difficult Individuals" course - Langley online training - Langley Multimedia Education Center (self-paced learning) - Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences) - Measure customer feedback - NEEIS (online educational evaluation tool) 	<p>**Processing personnel actions, basic staffing and placement, use the qualification standards handbook and classification standards handbook, FLSA, basic classification, grievances, performance management, basic employee relations, leave administration, traditional bargaining, adverse and performance based actions, affirmative employment, basic pay setting, recruit, interview, and select people, Priority Placement Program (PPP)/RIF, benefits administration, workers compensation, retirement, violence in the workplace, basic labor relations, hours of duty, restoration of duty, death/benefits, awards, alternative dispute resolution, position management, advanced pay setting, reasonable accommodation, statistics, basic employee development, conduct training needs assessment, use of multimedia presentation methods, training evaluation, instructor training, train-the-trainer, facilitator training, instructional design, FPPS processing, contracting basics for COR/COTR, write statement of work, competitive strategy, budget execution, resource management, team building, self-directed teams, creative thinking, coach, motivate and mentor, network/benchmark with outside organizations, developmental assignment at headquarters and/or other NASA Center</p>
Grade 13	<ul style="list-style-type: none"> - Diversity training - Communication skills training - "Dealing with Difficult Individuals" course - Langley online training - Langley Multimedia Education Center (self-paced learning) - Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences) - Measure customer feedback - NEEIS (online educational evaluation tool) 	<p>**Use the classification standards handbook, contracting basics for COR/COTR, write statement of work, competitive strategy, project management, budget execution, management development, resource management, executive development, theories of change management, team building, provide constructive feedback, self-directed teams, creative thinking, coach, motivate and mentor, manage a diverse staff, employee problem resolution, management assessment, management fundamentals, network/benchmark with outside organizations, team leader or facilitator, developmental assignment at headquarters and/or other NASA Center</p>
Grade 14	<ul style="list-style-type: none"> - Diversity training - Communication skills training - "Dealing with Difficult Individuals" course - Langley online training - Langley Multimedia Education Center (self-paced learning) - Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences) - Measure customer feedback - NEEIS (online educational evaluation tool) 	<p>**Use the qualification standards handbook and classification standards handbook, grievances, performance management, basic employee relations, traditional bargaining, adverse and performance based actions, affirmative employment, Priority Placement Program (PPP)/RIF, benefits administration, retirement, violence in the workplace, death/ benefits, awards, alternative dispute resolution, position management, advanced pay setting, statistics, use of multimedia presentation methods, training evaluation, instructor training, train-the-trainer, facilitator training, instructional design, FPPS processing, contracting basics for COR/COTR, writing statement of work, competitive strategy, project management, budget execution, management development, resource management, executive development, theories of change management, team building, provide constructive feedback, self-directed teams, creative thinking, coach, motivate and mentor, manage a diverse staff, employee problem resolution, management assessment, network/benchmark with outside organizations, team leader or facilitator, developmental assignment at headquarters and/or other NASA Center</p>
Grade 15	<ul style="list-style-type: none"> - Diversity training - Communication skills training - "Dealing with Difficult Individuals" course - Langley online training - Langley Multimedia Education Center (self-paced learning) - Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences) - Measure customer feedback - NEEIS (online educational evaluation tool) - Solicit customer feedback - Lead group informational meeting or diverse groups - Innovative, creative solutions 	<p>**Process personnel actions, basic staffing and placement, expert knowledge of the qualifications standards handbook, FLSA, use the classification standards handbook, basic classification, grievances, performance management, basic employee relations, leave administration, traditional bargaining, adverse and performance based actions, affirmative employment, basic pay setting, merit promotion procedures, recruit, interview, and select people, Priority Placement Program (PPP)/RIF, benefits administration, workers compensation, retirement, specific classification guides, violence in the workplace, basic labor relations, hours of duty, restoration of duty, death/benefits, awards, alternative dispute resolution, position management, advanced pay setting, reasonable accommodation, statistics, basic employee development, conduct training needs assessment, use of multimedia presentation methods, training evaluation, instructor training, train-the-trainer, facilitator training, instructional design, FPPS processing, contracting basics for COR/COTR, write statement of work, competitive strategy, project management, budget execution, management development, resource management, executive development, theories of change management, team building, provide constructive feedback, self-directed teams, creative thinking, coach, motivate and mentor, manage a diverse staff, employee problem resolution, management assessment, interagency rotation, team experience, network/benchmark with outside organizations, team leader or facilitator, developmental assignment at headquarters and/or other NASA Center, change agent, strategic planner</p>

Career Path Progression

Occupational Series 260/361 Equal Employment Opportunity (EEO)

Entrance Points

Other organizations at LaRC, academia, co-op program, other NASA centers or government agencies, industry

Other organizations at LaRC, academia, other NASA centers or government agencies, industry

Other organizations at LaRC, academia, other NASA centers or government agencies, industry

Other organizations at LaRC, academia, other NASA centers or government agencies, industry

Other organizations at LaRC, academia, other NASA centers or government agencies, industry

Grade Level Job Title

Grade 7-8
EEO Assistant

Grade 9
EEO Assistant

Grade 11
EEO Specialist

Grade 12
EEO Specialist

Grade 13
EEO Specialist
(supervisory level)

Exit Opportunities

Promoted to GS 8-9, other organizations at LaRC, academia, other NASA centers or government agencies, industry

Promoted to GS 11, other organizations at LaRC, academia, other NASA centers or government agencies, industry

Promoted to GS 12, other organizations at LaRC, academia, other NASA centers or government agencies, industry

Promoted to GS 13, other organizations at LaRC, academia, other NASA centers or government agencies, industry

Promoted to GS 14, other organizations at LaRC, academia, other NASA centers or government agencies, industry

Career Path Progression

Occupational Series 260 Equal Employment Opportunity (EEO)

Entrance Points

Other organizations at
LaRC, academia,
other NASA centers or
government agencies,
industry

Other organizations at
LaRC, academia,
other NASA centers or
government agencies,
industry

Grade Level Job Title

Grade 14
EEO Manager
(supervisory level)

Grade 15
EEO Manager
(supervisory level)

Exit Opportunities

Promoted to GS 15,
other organizations at
LaRC, academia, other
NASA centers or
government agencies,
industry

SES, other
organizations at LaRC,
academia, other NASA
centers or government
agencies, industry

<p style="text-align: center;">Criterion</p> <p style="text-align: center;">Occupational Series 260/361 Equal Employment Opportunity (EEO)</p>				
Competency	GS 7-8	GS 9-11-12-13 Dispute Resolution and EO Counseling Program Manager	GS 9-11-12-13 Workforce Diversity and Disability Program Manager	GS 14-15
Technical Knowledge	Knowledgeable of Federal EEO laws, regulations, process and procedures.	Extensive knowledge of Federal EEO laws, regulations, principles, and concepts pertinent to EEO complaints management.	Extensive knowledge of Federal EEO laws, regulations, principles, and concepts pertinent to equal opportunity for minorities, women, and individuals with disabilities.	Expert knowledge of Federal EEO laws, regulations, principles, and concepts; serves in an advisory capacity to senior leadership as a recognized expert.
Computer Research	Utilizes personal computers and related software applications to maintain databases and prepare reports on a routine basis.	Broad knowledge of Center employment and organizational policies and practices (i.e., merit promotion, recruitment, selection, job evaluation, grievance procedures, and appeals processes) and online research applications.	Broad knowledge of Center employment and organizational policies and practices (i.e., merit promotion, recruitment, selection, job evaluation, grievance procedures, and appeals processes) and online research applications.	Recognized expert in human resource regulations, pertinent laws, including judicial and administrative decisions and the ability to conduct online research to provide advice to senior management officials.
Collaboration	Ability to investigate information from various sources and draw conclusions.	Consults management utilizing expert knowledge in problem solving techniques, dispute resolution principles, practices, and procedures.	Interacts effectively with diverse persons at all managerial levels.	Extensive knowledge of social, economic, and legal problems that affect employment, education, advancement, and promotion of Federal employees and the ability to communicate information to diverse groups at all levels.
Facilitation/ Negotiation	Makes administrative and procedural decisions and judgments on sensitive, confidential issues for all employees.	Interprets guidelines and procedures that are questioned, challenged, or require negotiating to gain acceptance.	Employs techniques to motivate diverse employees to support programs designed to improve the advancement, employment, and educational opportunities for minorities, women, and individuals with disabilities.	Serves as principal advisor to the Center Director and senior staff regarding all EEO matters; manages and facilitates affirmative employment and diversity goals.

Competency	GS 7- 8	GS 9-11-12-13	GS 9-11-12-13	GS 14-15
Communication	Ability to communicate both orally and in writing to impart procedural information regarding EEO programs and requirements.	Expresses ideas, facts, and information in a clear and organized manner, both orally and in writing, to individuals and groups to inform and educate them about EEO programs and requirements.	Expresses ideas, facts, and information in a clear and organized manner, both orally and in writing, to individuals and groups to inform and educate them about EEO programs and requirements.	Makes effective presentations to senior leadership on controversial EEO issues that may be barriers to advancement for employees; provides suggestions to eliminate barriers and increase representation of women and minorities.
Analytical Skills	Gathers data, prepares reports and routine correspondence.	Analyzes EEO issues and problems and develops options for and/or resolves concerns through proper review and application of guidelines and regulations.	Gathers data and conducts statistical analyses to recommend viable alternatives to barriers to the advancement of minorities, women, and individuals with disabilities.	Applies a wide range of program management techniques including program evaluation and policy analysis.
Influencing Others	Advises employees on basic procedural requirements of EEO programs.	Consults with employees and management on providing effective resolutions to complex workplace disputes.	Identifies affirmative employment areas of concern and provides guidance for proper application and implementation of policies, procedures, and regulations.	Assesses performance, administers corrective actions, assigns projects, accepts or rejects work, resolves complaints, identifies and makes provisions for developmental and training needs, and ensures EEO practices are carried out in support of affirmative employment initiatives.
Training	Trains staff on appropriate procedures on correspondence preparation, time-keeping and other administrative functions.	Conducts formal and informal training for supervisors, managers, and employees on EEO topics.	Conducts formal and informal training for supervisors, managers, and employees on EEO topics.	Plans, tracks, and identifies training needs for managers, supervisors, and employees and reviews training plans and proposals of staff recommendations.

Enrichment Activities

Occupational Series 260/361 Equal Employment Opportunity (EEO)

	Communication	Leadership	Organizational Knowledge
Grade 7-9	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations at staff meetings - Communication courses (e.g., Clear Writing) - Electronic Media (e.g., MS Office) - Communications Management Review Process - Development of journal writing skills/peer reviews - Consulting/Negotiation skills - Attend professional conferences - Presentations to OUM 	<ul style="list-style-type: none"> - Professional Organization(s) membership - Team building skills - Special assignments (rotations, details, acting) - Agency level teams - Proposal Writing courses 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director) - "Inside NASA" website - IEMP - LMS - LIP - NASA online training modules - Strategic Plan - @ LARC/Researcher News - SLCR - Technical Library/e-Library (e.g., journal findings, white paper) - IDP
Grade 11-12	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations at staff meetings - Communication courses (e.g., Clear Writing) - Electronic Media (e.g., MS Office) - Communications Management Review Process - Development of journal writing skills/peer reviews - Consulting/Negotiation Skills - Attend and/or present at professional conferences - Presentations to OUM, Directorate Office, Center/Center Director 	<ul style="list-style-type: none"> - Professional Organization(s) membership - Team building skills - Special assignments (rotations, details, acting) - Agency level teams, co-lead/lead teams - Proposal Writing and Human Element Courses - Professional Development Program - Inter-agency training (e.g., DOE, NSF, NCTM) - Non-technical Project Management Training - Peninsula Leadership Institute - Detail to NASA centers and Headquarters - Professional Development Program - SEB (attendance and participation/committee chair) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director) - "Inside NASA" website - IEMP - LMS - LIP - NASA online training modules - Strategic Plan - @ LARC/Researcher News - SLCR - Technical Library/e-Library (e.g., journal findings, white paper) - IDP - Participate in Center-wide projects/committees
Grade 13	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations at staff meetings - Communication courses (e.g., Clear Writing) - Electronic Media (e.g., MS Office) - Communications Management Review Process - Development of journal writing skills/peer reviews - Consulting/Negotiation skills - Attend and/or present at professional conferences - Presentations to OUM, Directorate Office, Center/Center Director, Agency/Administrator - OPM sponsored Executive Communications Workshop 	<ul style="list-style-type: none"> - Professional Organization(s) membership - Team building skills - Special assignments (rotations, details, acting) - Agency level teams, co-lead/lead teams - Proposal Writing and Human Element Courses, OPM courses (e.g., Leadership Potential) - Inter-agency training (e.g., DOE, NSF, NCTM) - Non-technical Project Management Training - Peninsula Leadership Institute, CIVIC - Detail to NASA centers and Headquarters - Professional Development Program, LDP, Agency Fellowships - SEB (attendance and participation/committee chair) - NASA leadership courses (e.g., MIP, MEP) - Interagency Personnel Agreement 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director) - "Inside NASA" website - IEMP - LMS - LIP - NASA online training modules - Strategic Plan - @ LARC/Researcher News - SLCR - Technical Library/e-Library (e.g., journal findings, white paper) - IDP - Participate in Center-wide projects/committees
Grade 14-15	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations at staff meetings - Communication courses (e.g., Clear Writing) - Electronic Media (e.g., MS Office) - Communications Management Review Process - Development of journal writing skills/peer reviews - Consulting/Negotiation skills - Attend and/or present at professional conferences - Presentations to OUM, Directorate Office, Center/Center Director, Agency/Administrator - OPM sponsored Executive Communications Workshop 	<ul style="list-style-type: none"> - Professional Organization(s) membership - Team building skills - Special assignments (rotations, details, acting) - Agency level teams, co-lead/lead teams - Proposal Writing and Human Element Courses, OPM courses (e.g., Leadership Potential) - Inter-agency training (e.g., DOE, NSF, NCTM) - Non-technical Project Management Training - Peninsula Leadership Institute, CIVIC - Detail to NASA centers and Headquarters - Professional Development Program, LDP, Agency Fellowships, SES CDP - SEB (attendance and participation/committee chair) - NASA leadership courses (e.g., MIP, MEP) - Interagency Personnel Agreement 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director) - "Inside NASA" website - IEMP - LMS - LIP - NASA online training modules - Strategic Plan - @ LARC/Researcher News - SLCR - Technical Library/e-Library (e.g., journal findings, white paper) - IDP - Participate in Center-wide projects/committees

Enrichment Activities

Occupational Series 260/361 Equal Employment Opportunity (EEO)

Functional Knowledge

Customer Service

Grade 7-9

- Cross-functional knowledge (i.e. procurement, budgeting, safety, HR, finance, IT, CMR, knowledge management)
- Agency's mission directorates
- Agency/Center organizational structures
- General office equipment
- PC/MAC/LINUX computer platforms

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, videoconferences)
- NEEIS (online educational evaluation tool)

Grade 11-12

- Cross-functional knowledge (i.e. procurement, budgeting, safety, HR, finance, IT, CMR, knowledge management)
- Agency's mission directorates
- Agency/Center organizational structures
- General office equipment
- PC/MAC/LINUX computer platforms

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, videoconferences)
- NEEIS (online educational evaluation tool)
- Conduct focus groups
- Analysis of external surveys

Grade 13

- Cross-functional knowledge (i.e. procurement, budgeting, safety, HR, finance, IT, CMR, knowledge management)
- Agency's mission directorates
- Agency/Center organizational structures
- General office equipment
- PC/MAC/LINUX computer platforms

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, videoconferences)
- NEEIS (online educational evaluation tool)
- Conduct focus groups
- Analysis of external surveys

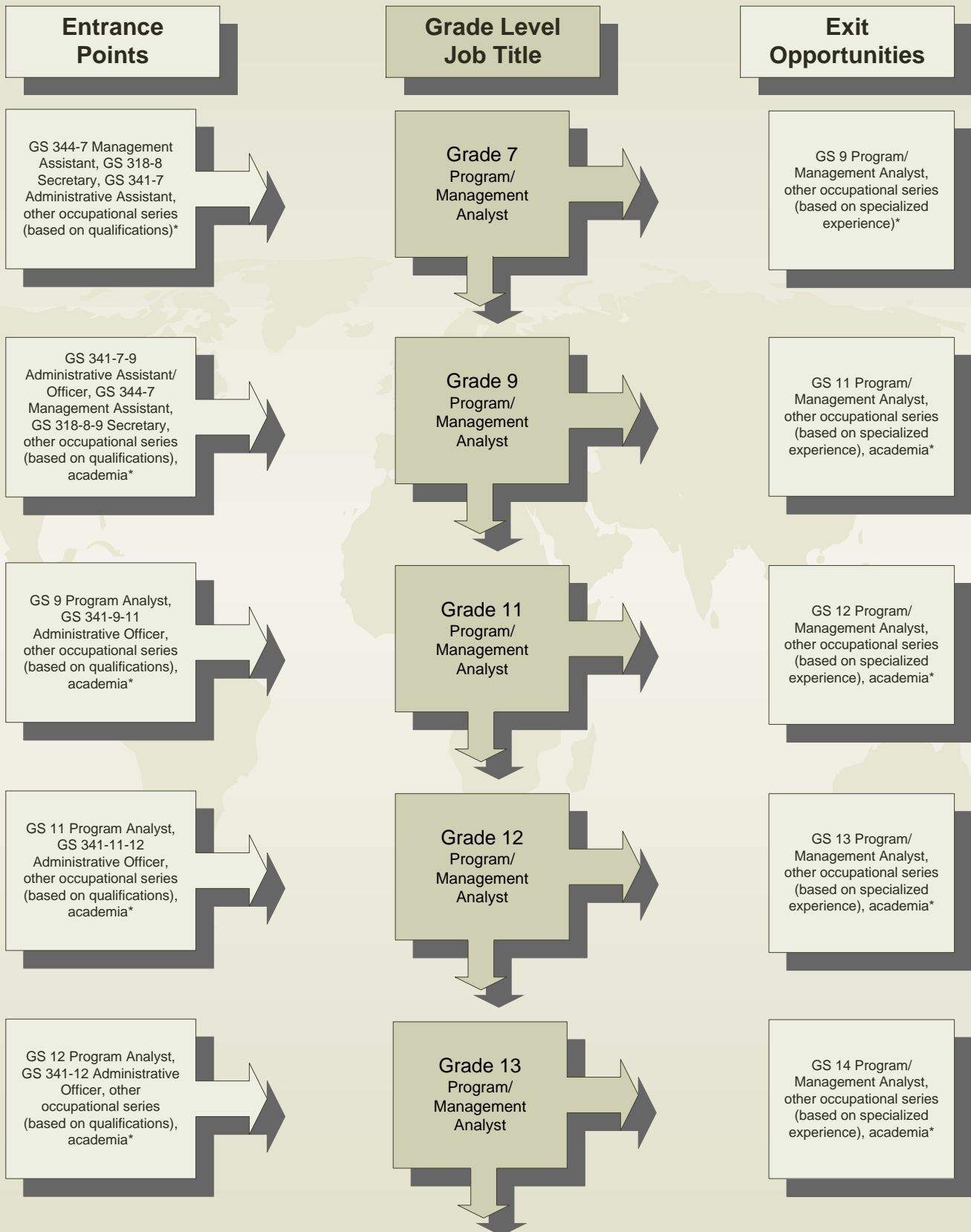
Grade 14-15

- Cross-functional knowledge (i.e. procurement, budgeting, safety, HR, finance, IT, CMR, knowledge management)
- Agency's mission directorates
- Agency/Center organizational structures
- General office equipment
- PC/MAC/LINUX computer platforms

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, videoconferences)
- NEEIS (online educational evaluation tool)
- Conduct focus groups
- Analysis of external surveys
- Conduct employee evaluation/performance review

Career Path Progression

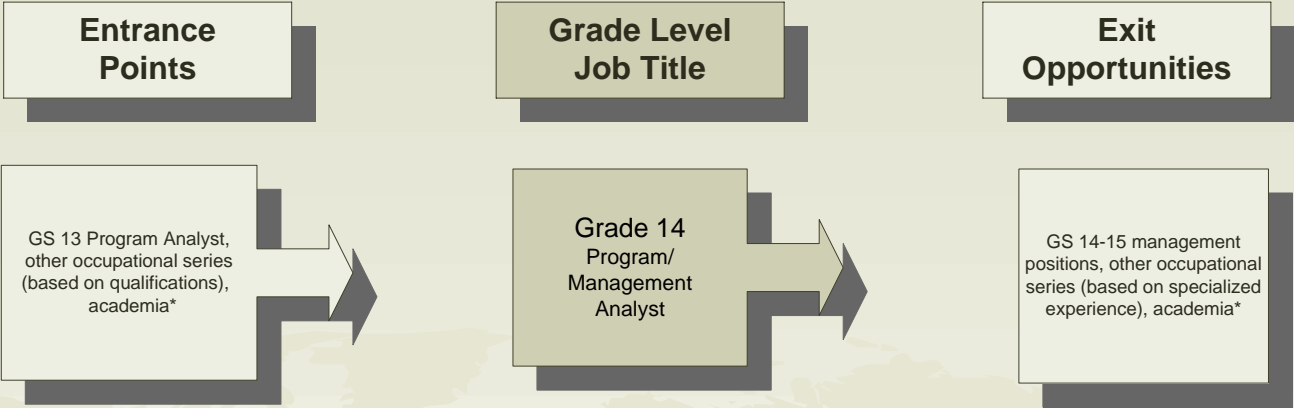
Occupational Series 343 Program/Management Analyst



*Other NASA centers or government agencies and industry.

Career Path Progression

Occupational Series 343 Program/Management Analyst



*Other NASA centers or government agencies and industry.

Criterion

Occupational Series 343 Program/Management Analyst

Competency	GS 7	GS 9	GS 11	GS 12-13	GS 14
Budgetary/ Financial Management (budget formulation/ execution)	Performs (specific and well-defined) data entry and report processing activities for a Senior Program Analyst regarding budget formulation and execution activities; presents facts, issues, and positions to office management or Senior Program Analyst related to work assignments (performs duties in a trainee capacity).	Performs budgetary/financial operations for organization and/or program by gathering and compiling information (plans vs. actuals, financial status, variances).	Analyzes financial and workforce data; develops recommendations to assigned organization or program to resolve problems (e.g., workforce shortages, unbalanced budgets) or improve work processes; prepares data for reporting financial status to supervisors and customers; develops and allocates programmatic and organizational budgets.	Develops workforce and budgetary databases; makes decisions to resolve problems (e.g., workforce shortages, unbalanced budgets); manages financial data for specific program area; redistributes budgets based on changing organizational, programmatic, Center, and/or Agency priorities.	Serves as organizational expert on budgeting and financial management issues and activities; determines fiscal budget and human resources requirements for carrying out mission of organization/program; recommends resource allocations to Center and/or Agency management based on mission priorities and needs; serves as focal point for other Program Analysts within organization.
Budgetary/ Financial Management (contract management)	Prepares purchase requests from information received from technical points of contact; compiles necessary supporting documentation for procurement packages.	Prepares procurement packages (e.g., statements of work, purchase requests, sole source justification) for technical and programmatic points of contact; uses knowledge of various types of contract methods to guide management on available procurement options.	Prepares procurement packages (e.g., statements of work, purchase requests, sole source justification) for technical and programmatic points of contact; uses knowledge of various types of contract methods to guide management on available procurement options; analyzes contractor financial statements (533) to monitor contractor performance against financial plans.	Composes statements of work and sole source justifications for inclusion in procurement packages; works with procurement officer on appropriate acquisition strategy; serves as alternate COTR; interacts with internal and external customers on contracting performance and costing plans; analyzes contractor financial statements (533) to monitor contractor performance against financial plans.	Composes statements of work and sole source justifications for inclusion in procurement packages; works with procurement officer on appropriate acquisition strategy; serves as COTR; interacts with internal and external customers concerning funding issues, work-stoppage, and contract re-competes; serves on Award Fee Boards and SEB.
Budgetary/ Financial Management (office automation)	Utilizes standard office automation (e.g., Microsoft Office), web-based tools (e.g., Internet Explorer, Firefox), and financial management systems (e.g., SAP, Business Warehouse, WIMS) to enter and retrieve workforce and budgetary data for Senior Program Analyst.	Utilizes standard office automation (e.g., Microsoft Office), web-based tools (e.g., Internet Explorer, Firefox), and financial management systems (e.g., SAP, Business Warehouse, WIMS) to enter, retrieve, and track workforce and budgetary data for organization and/or program.	Utilizes standard office automation (e.g., Microsoft Office), web-based tools (e.g., Internet Explorer, Firefox), and financial management systems (e.g., SAP, Business Warehouse, WIMS) to retrieve and analyze workforce and budgetary data for organization and/or program for establishing trends.	Utilizes standard and advanced office automation (e.g., Microsoft Office, Microsoft Project, relational database systems), web-based tools (e.g., Internet Explorer, Firefox), and financial management systems (e.g., SAP, Business Warehouse, WIMS) to design and develop financial statements and reports for management officials.	Utilizes standard and advanced office automation (e.g., Microsoft Office, Microsoft Project, relational database systems), web-based tools (e.g., Internet Explorer, Firefox) and financial management systems (e.g., SAP, Business Warehouse, WIMS) to design and develop financial statements and reports for management officials; evaluates accounting system adequacy at Center and/or Agency level; makes recommendations for system improvements to Center and/or Agency representatives.

Competency	GS 7	GS 9	GS 11	GS 12-13	GS 14
Budgetary/ Financial Management (Problem Solving)	Works under direct supervision of office management and/or Senior Program/Management Analyst to identify and resolve routine workforce and budgetary problems.	Works under minimal supervision of office management and/or Senior Program/Management Analyst to research and make recommendations for resolving routine workforce and budgetary problems.	Independently researches and makes recommendations to office and/or program management for resolving routine workforce and budgetary problems.	Independently identifies, researches, and resolves workforce and budgetary problems and conducts analytical studies.	Independently identifies, researches, and resolves complex problems broad in scope; mentors staff and Program Analysts in solving problems.
Organizational Knowledge	Researches procurement, budget, and accounting regulations; utilizes working knowledge of these regulations, policies, and procedures in completing workforce and budgetary assignments; possesses a general familiarity with Center practices in budget formulation and execution.	Researches and utilizes procurement, budget, and accounting regulations to complete workforce and budgetary assignments; determines, interprets, or adapts guidelines to resolve specific programmatic or organizational resource issues; possesses a general familiarity with Center and Agency practices in budget formulation and execution.	Researches and utilizes procurement, budget, and accounting regulations to complete workforce and budgetary assignments; determines, interprets, or adapts guidelines to resolve specific programmatic or organizational resource issues; possesses a working knowledge of Center and Agency practices in budget formulation and execution; prepares procedures and guidelines to supplement established Center regulations.	Researches, interprets, utilizes and/or revises procurement, budget, and accounting regulations to complete workforce and budgetary assignments; adapts existing or new guidelines to resolve specific programmatic or organizational resource issues; possesses a comprehensive knowledge of Center and Agency laws, policies, and regulations regarding budget formulation and execution to ensure effectiveness of program and/or organizational objectives.	Researches, interprets, utilizes and/or revises procurement, budget, and accounting regulations to complete workforce and budgetary assignments; adapts existing or new guidelines to resolve specific programmatic or organizational resource issues; possesses a comprehensive knowledge of Center and Agency laws, policies, and regulations regarding budget formulation and execution to ensure effectiveness of Center and/or Agency objectives.
Communication/ Teambuilding	Attends organizational meetings and answers questions regarding workforce and budgetary status; presents budget status to office management and/or Senior Program/Management Analyst.	Serves as a member on organization and/or Center-level meetings, teams, and committees; presents budget status to office management following review by Senior Program/Management Analyst.	Serves as a member on organization and/or Center-level meetings, teams and committees; presents budget status to office and/or program management.	Leads and/or serves on organization and Center teams and committees; negotiates workforce and budget requirements effectively with management and/or external counterparts; interacts with partner organizations in government, academia, and industry.	Leads and/or serves on organization, Center, and Agency teams and committees; plans, organizes, and directs teams and negotiates workforce and budget requirements effectively with management and/or external counterparts; interacts with partner organizations in government, academia, and industry.

Enrichment Activities

Occupational Series 343 Program/Management Analyst

Budgetary and Financial Management

Office Automation

Analytical and Problem Solving

GS 7-9-11

- Training courses*
- Certificate of Accomplishment in Financial Management Certificate and the Certificate of Accomplishment in Program and Management Analysis (Graduate School, USDA website**, Professionals website**)
- College courses related to the topics of budget, accounting and finance
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Attend conferences, workshops, seminars (e.g., Professional Development for Women Conference)
- Seek a mentor
- CTA Program (LaRC's Office of Human Capital Management website**)
- On-the-job training
- Processes regarding Performance Based Actions, Adverse Actions, Labor Relations (LaRC's Office of Human Capital Management**)
- Regulations and laws (e.g., Privacy Act, FAR) (Office of Procurement, Office of Chief Financial Officer**)
- Attend and/or participate in a variety of meetings (e.g., Budget Planning, Financial Users Network Forum)

- Microsoft Office (Word, PowerPoint, Excel), Firefox, Internet Explorer, Acrobat, Informed Filler, Eudora, Meeting Maker, Fred Pryor Seminars (e.g., Using and Understanding Microsoft Office, Power Excel: Shortcuts, Tips, Techniques), National Seminars (e.g., Administering, Supporting, and Troubleshooting Microsoft Windows 2003), CareerTrack (e.g., How to Create Professional PowerPoint Presentations), Microsoft Office Project Software
- Internal training sessions on Center Information Management Systems (e.g., IEMP, Travel Manager, WebTads), Competency Management System, WIMS, various Chief Financial Officer tools (e.g., Programmatic Template, Program Funding Requirements, Budget Distribution and Assessment Change Forms)

- Training courses {Graduate School, USDA (e.g., Creative Problem Solving), American Management Association (e.g., Strategies for Effective Problem Solving and Decision Making)}
- College related courses (e.g., Quantitative and Qualitative Methods, Business Statistics)

Grade 12-13-14

- Training courses*
- Certificate of Accomplishment in Financial Management Certificate and the Certificate of Accomplishment in Program and Management Analysis (Graduate School, USDA website**, Professionals website**)
- College courses related to the topics of budget, accounting and finance
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Attend conferences, workshops, seminars (e.g., Professional Development for Women Conference)
- Seek a mentor
- Serve as a mentor
- CTA Program (LaRC's Office of Human Capital Management website**)
- LaRC sponsored (COTR)
- On-the-job training
- Processes regarding Performance Based Actions, Adverse Actions, Labor Relations (LaRC's Office of Human Capital Management**)
- Regulations and laws (e.g., Privacy Act, FAR) (Office of Procurement, Office of Chief Financial Officer**)
- Attend and/or participate in a variety of meetings (e.g., Budget Planning, Financial Users Network Forum)

- Microsoft Office (Word, PowerPoint, Excel), Firefox, Internet Explorer, Acrobat, Informed Filler, Eudora, Meeting Maker, Fred Pryor Seminars (e.g., Using and Understanding Microsoft Office, Power Excel: Shortcuts, Tips, Techniques), National Seminars (e.g., Administering, Supporting, and Troubleshooting Microsoft Windows 2003), CareerTrack (e.g., How to Create Professional PowerPoint Presentations), Microsoft Office Project Software
- Internal training sessions on Center Information Management Systems (e.g., IEMP, Travel Manager, WebTads), Competency Management System, WIMS, various Chief Financial Officer tools (e.g., Programmatic Template, Program Funding Requirements, Budget Distribution and Assessment Change Forms)

- Training courses {Graduate School, USDA (e.g., Creative Problem Solving), American Management Association (e.g., Strategies for Effective Problem Solving and Decision Making)}
- College related courses (e.g., Quantitative and Qualitative Methods, Business Statistics)

* Budget and Financial Management training course examples include: NASA (e.g., Finance for Non-Financial Managers), Graduate School, USDA (e.g., Accounting for Non-Accountants, Human Resource Management for Administrative Personnel, Federal Accounting Standards, Federal Appropriations Law), Fred Pryor Seminars (e.g., How to Develop and Administer a Budget), Skillpath (e.g., Finance and Accounting for Non-Financial Managers).

**The resources listed in parentheses indicate where further information can be obtained.

Enrichment Activities

Occupational Series 343 Program/Management Analyst

Communication/Interpersonal Skills

Teambuilding

Leadership

Grade 7-9-11

- Training courses (NASA (e.g., The Human Element), Graduate School, USDA (e.g., Basic Communication Skills, Effective Communication with Customers), Fred Pryor Seminars (e.g., High-Impact Communication Skills for Women, Conflict Management and Confrontation Skills, Speak with Confidence and Clarity), Skillpath (e.g., Assertive Communication Skills for Women), American Management Association (e.g., How to Communicate with Diplomacy, Tact, and Credibility), CareerTrack (e.g., Powerful Presentation Skills: Planning and Delivering Your Presentation))
- Participate in Toastmasters
- On-the-job training (face-to-face and/or electronic)
- Member of Speakers Bureau
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Develop and/or deliver presentations (during organizational staff meetings, committees, teams)
- Writing training courses (Skillpath (e.g., Business Writing and Grammar Skills Made Easy and Fun), CareerTrack (e.g., Business Writing for Results), Graduate School, USDA (e.g., Letter Writing Workshop, Writing for Government and Business))
- Negotiating training (Graduate School, USDA (e.g., Negotiating Techniques))
- Langley Technical Library (books and reference materials on communication skills)

- Training courses (OPM (e.g., Developing High Performing Teams), Fred Pryor Seminars (e.g., How to Motivate, Manage, and Lead a Team), Skillpath (e.g., Excelling as a Highly Effective Team Leader), CareerTrack (e.g., How to Lead a Team: Team Facilitation and Decision Making))
- APPEL courses
- Lead and/or serve as member on organizational and/or Center-wide teams
- Conflict Resolution courses (Fred Pryor Seminars (e.g., Effective Communication Skills for Managing Conflict and Confrontation), American Management Association International (e.g., Managing Conflict), Office of Personnel Management (e.g., Conflict Resolution Skills))
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- On-the-job training
- NASA Langley Navigation Center (books and reference material on teambuilding)

- Training courses (Graduate School, USDA (e.g., Leadership Skills for Non-Supervisors), American Management Association (e.g., Management Skills for Administrative Professionals))
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Co-lead/lead organizational, Center and/or Agency teams or committees
- On-the-job training
- Special assignments within LaRC (rotations, details, acting)
- Professional Organization Membership (e.g., Federal Women's Program, International Association of Administrative Professionals)
- NASA Langley Navigation Center (books and reference materials on leadership)
- Langley Technical Library (books and reference materials on leadership)

Grade 12-13-14

- Training courses (NASA (e.g., The Human Element), Graduate School, USDA (e.g., Basic Communication Skills, Effective Communication with Customers), Fred Pryor Seminars (e.g., High-Impact Communication Skills for Women, Conflict Management and Confrontation Skills, Speak with Confidence and Clarity), Skillpath (e.g., Assertive Communication Skills for Women), American Management Association (e.g., How to Communicate with Diplomacy, Tact, and Credibility), CareerTrack (e.g., Powerful Presentation Skills: Planning and Delivering Your Presentation))
- Participate in Toastmasters
- On-the-job training (face-to-face and/or electronic)
- Member of Speakers Bureau
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- Develop and/or deliver presentations (during organizational staff meetings, committees, teams)
- Writing training courses (Skillpath (e.g., Business Writing and Grammar Skills Made Easy and Fun), CareerTrack (e.g., Business Writing for Results), Graduate School, USDA (e.g., Letter Writing Workshop, Writing for Government and Business))
- Negotiating training (Graduate School, USDA (e.g., Negotiating Techniques))
- Langley Technical Library (books and reference materials on communication skills)

- Training courses (OPM (e.g., Developing High Performing Teams), Fred Pryor Seminars (e.g., How to Motivate, Manage, and Lead a Team), Skillpath (e.g., Excelling as a Highly Effective Team Leader), CareerTrack (e.g., How to Lead a Team: Team Facilitation and Decision Making))
- APPEL courses
- Lead and/or serve as member on Organizational and/or Center-wide teams
- Conflict Resolution courses (Fred Pryor Seminars (e.g., Effective Communication Skills for Managing Conflict and Confrontation), American Management Association International (e.g., Managing Conflict), Office of Personnel Management (e.g., Conflict Resolution Skills))
- NASA Langley Multimedia Education Center (self-paced, online courses, books)
- On-the-job training
- NASA Langley Navigation Center (books and reference material on teambuilding)

- Training courses (Graduate School, USDA (e.g., Leadership Skills for Non-Supervisors), American Management Association (e.g., Management Skills for Administrative Professionals))—APPLICABLE TO GRADE LEVELS 12-13 ONLY
- NASA Langley Multimedia Education Center (self-paced, online, books)
- Co-lead/lead organizational, Center and/or Agency teams or committees
- NASA sponsored MIP course, OPM sponsored "Leadership Foundations Seminar: Fundamentals for Aspiring Leaders," "Leadership Skills for Non-Supervisors and Non-Managers" courses
- On-the-job training
- Special assignments within LaRC (rotations, details, acting)
- Professional Organization Membership (e.g., Federal Women's Program, International Association of Administrative Professionals)
- NASA Langley Navigation Center (books and reference materials on leadership)
- Langley Technical Library (books and reference materials on leadership)
- Professional Development Program (available through the NASA LDP**)—APPLICABLE TO GRADE LEVELS 13 AND 14 ONLY

**The resources listed in parentheses indicate where further information can be obtained.

Enrichment Activities

Occupational Series 343

Program/Management Analyst

Organizational Knowledge

GS 7-9-11

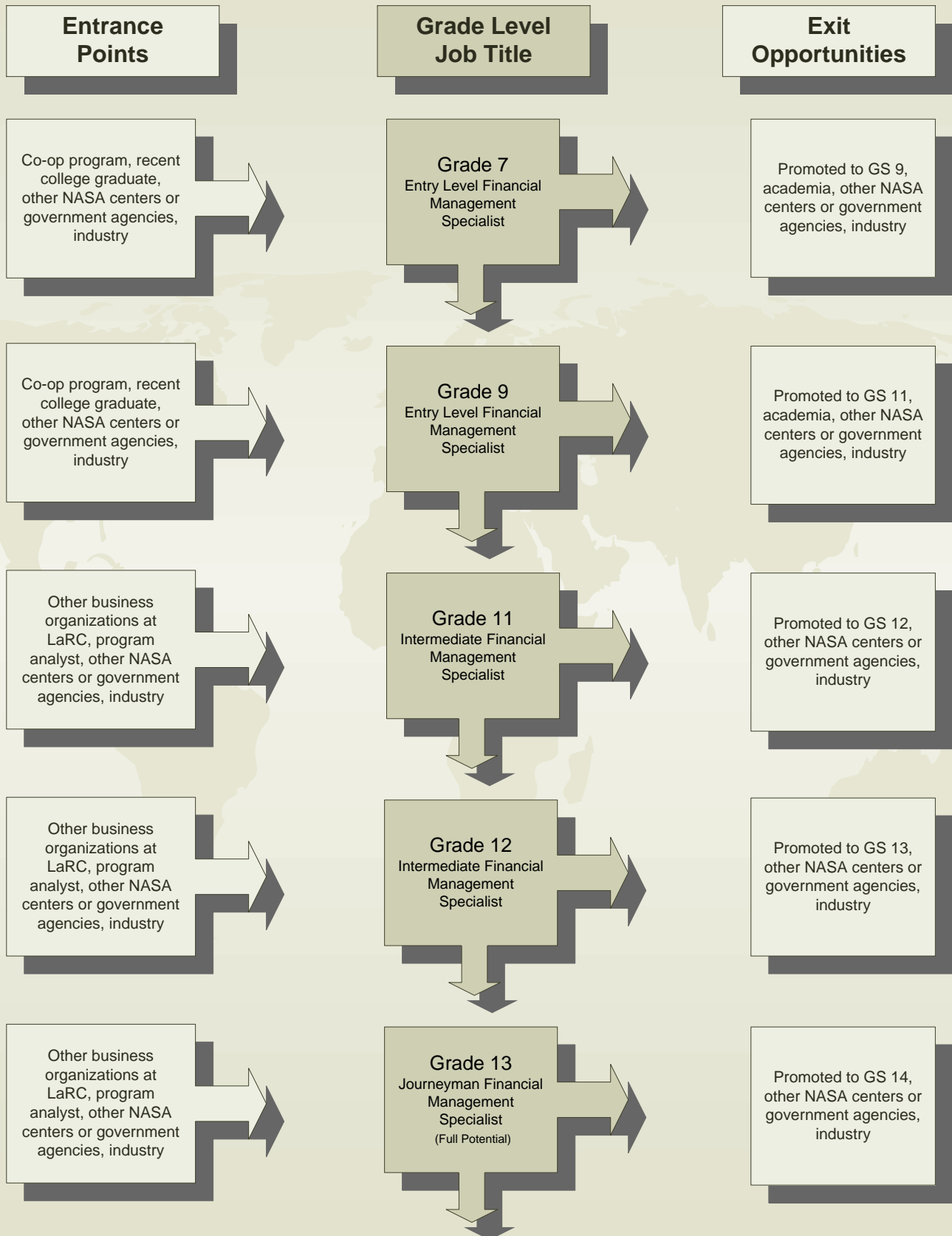
- Training courses {LaRC (e.g., Competency Management System)}
- Internal Langley Management System website (Center Procedures)
- New Employee Orientation Program (tour, online, classroom)
- Attend Town Hall meetings
- Participate in organizational and/or Center-wide projects, teams or committees
- Attend Open-Door (monthly meetings with Center Director)
- "Inside NASA" website
- IEMP System
- @ LaRC and organizational websites (e.g., Senior Leadership Council)
- Strategic Plan
- LIP
- Participate in annual safety awareness activities
- Center mandatory security training (e.g., Annual Information Technology)
- Center travel policy and procedures
- SATERN
- Notification and Federal Employee Antidiscrimination and Retaliation (No Fear Act)
- Attend and/or participate in organizational staff meetings

Grade 12-13-14

- Training courses {LaRC (e.g., Competency Management System)}
- Internal Langley Management System website (Center Procedures)
- Complete the New Employee Orientation Program (tour, online, classroom)
- Attend Town Hall meetings
- Participate in organizational and/or Center-wide projects, teams or committees
- Attend Open-Door (monthly meetings with Center Director)
- "Inside NASA" website
- IEMP System
- @ LaRC and organizational websites (e.g., Senior Leadership Council)
- Strategic Plan
- LIP
- Participate in annual safety awareness activities
- Complete Center mandatory security training (e.g., Annual Information Technology)
- Center travel policy and procedures
- SATERN
- Notification and Federal Employee Antidiscrimination and Retaliation (No Fear Act)
- Attend and/or participate in organizational staff meetings

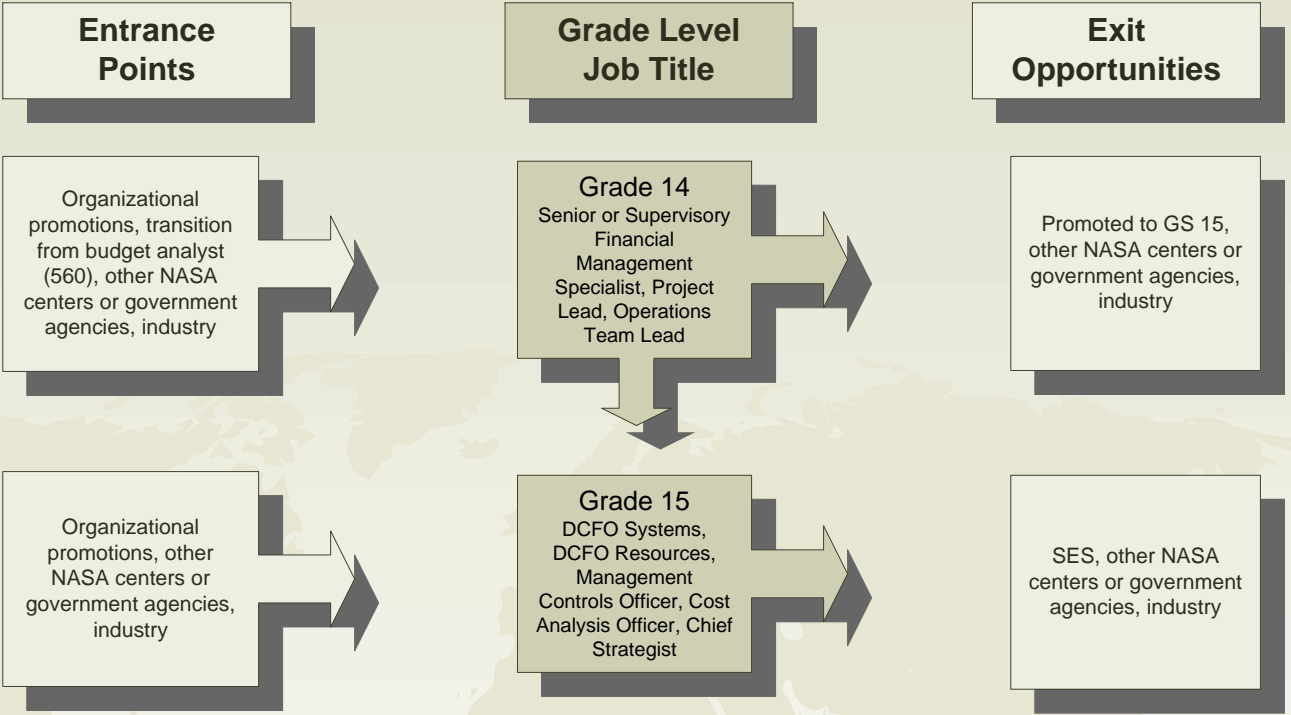
Career Path Progression

Occupational Series 501 Financial Management



Career Path Progression

Occupational Series 501 Financial Management



Criterion

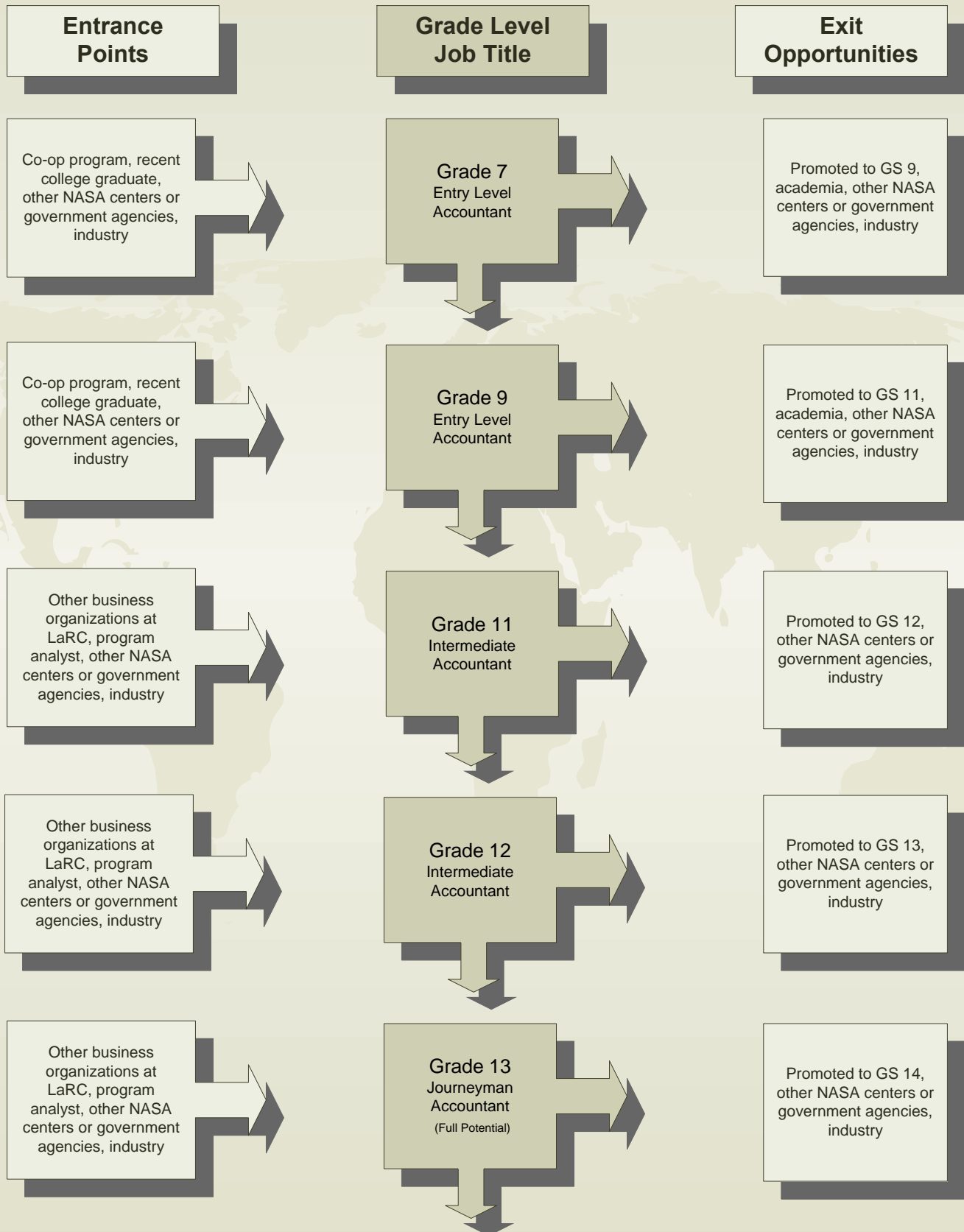
Occupational Series 501 Financial Management

Competency	GS 7-9	GS 11-12	GS 13	GS 14	GS 15
Accounting Concepts and Standards	Basic knowledge of generally accepted accounting principles and concepts.	Applies knowledge of generally accepted accounting principles and concepts.	Researches questions and issues concerning application of generally accepted accounting principles and concepts in connection with the Agency's Financial System; supports system implementation teams.	Guides employees and advises management on questions and issues in connection with generally accepted accounting principles and concepts; leads system implementations.	Utilizes knowledge of generally accepted accounting principles to make recommendations to Chief Financial Officer and Senior Management; complies with external reporting requirements.
Automation Principles, Methods, Techniques and Systems	Basic knowledge of the NASA IEMP.	Understands benefits and impacts to the Center in connection with the NASA IEMP.	Provides functional guidance and expertise to management in connection with the NASA IEMP initiatives and other financial tools utilized by OCFO.	Communicates to Center employees various impacts in connection with IEMP initiatives; acts as system "super user."	Anticipates Agency and/or Center-wide impact of the NASA IEMP initiatives and communicates updates to Senior Management.
Financial Accounting Policies and Procedures	Basic knowledge of Federal legislation, standards and policies (e.g., Appropriation Law, FMFIA, and FASAB).	Applies knowledge of Federal legislation, standards and policies (e.g., Appropriation Law, FMFIA, and FASAB).	Researches questions and issues concerning application of Federal legislation, standards and policies (e.g., Appropriation Law, FMFIA, and FASAB) in connection with Agency's Financial System.	Guides employees and evaluates organizational impact of new Federal legislation, standards, and policies.	Keeps abreast of new Federal legislation, standards, and policies; directs appropriate action on issues with Agency and Center-wide impact.
Full Cost Policies and Procedures	Basic knowledge of Agency full cost policies and procedures.	Applies full cost policies and procedures in completing routine tasks.	Researches issues concerning application of full cost policies and procedures.	Guides employees and evaluates organizational impact of full cost policies and procedures on financial and/or resources management processes and activities.	Provides Center-wide guidance in connection with new full cost policies and procedures.

Competency	GS 7-9	GS 11-12	GS 13	GS 14	GS 15
Program/Project Management and Control	Basic knowledge of the structure of appropriation accounts, object classes and line items that support Agency mission and programs.	Applies knowledge of the structure of appropriation accounts, object classes and line items that support Agency mission and programs.	Researches financial system questions and issues in connection with the structure of appropriation accounts, object classes and line items that support Agency mission and programs.	Guides employees and advises management on issues in connection with the structure of appropriation accounts, object classes and line items that support Agency mission and programs; anticipates impact of revised budget and cost/schedule management policies, practices, and procedures on the organization and provides guidance to management.	Provides Center-wide guidance in connection with the structure of appropriation accounts, object classes and line items that support Agency mission and programs; acts as OCFO Cost Analysis Officer.
Budget Preparation and Execution	Basic knowledge of the Agency's general budget principles, operations and procedures; knowledge of the Agency and Center's structure, mission, function, and major components.	Applies knowledge of the Agency's general budget principles and operations in performance of duties and understands the interrelationship between financial and resources management.	Researches questions and issues in connection with the Agency's general budget principles and operations.	Advises management on system issues in connection with the Agency's general budget principles and operations; demonstrates thorough knowledge of Federal, Agency, and Center budgets and cost/schedule management principles and concepts; identifies impact of budget guidance requirements on Center organization operations, including major program and support areas.	Provides Center-wide guidance on system issues and impacts in connection with the Agency's general budget principles and operations; provides Center-wide budget and schedule guidance; communicates requirements to senior management; acts as Chief Strategist.
Teamwork and Customer Service	Works well with others by fostering commitment and team spirit; focuses on customer service needs.	Provides functional support to system implementation or process improvement teams; focuses on customer service needs.	Provides functional expertise (subject matter expert) as member of system implementation or process improvement team; provides customers with solutions to complex problems and concerns.	Designs, implements and manages automated system implementations, emphasizing process improvement; leads functional area team or process improvement team with a focus on customer service.	Provides Center-wide guidance on system implementations and operations; leads Financial Systems Management Office Team; leads Resources Management Office Team.
Internal Control Systems, Policies and Procedures	Basic knowledge of financial management data analysis, internal controls and audit implications.	Applies internal control principles and procedures.	Reviews Agency internal control policies; develops implementation plans and recommends changes to local policies and procedures.	Analyzes financial and/or resources management data and procedures and provides guidance to management; identifies control system weaknesses and corrective solutions.	Certifies financial and/or resources management integrity of internal controls, principles, operations and procedures and provides Center wide guidance; acts as OCFO Management Control Officer.

Career Path Progression

Occupational Series 510 Accountant



Career Path Progression

Occupational Series 510 Accountant

Entrance Points

Organizational promotions, other NASA centers or government agencies, industry

Organizational promotions, other NASA centers or government agencies, industry

Grade Level Job Title

Grade 14
Senior Accountant,
Supervisory Accountant

Grade 15
DCFO Financial
Management, Chief
Accountant

Exit Opportunities

Promoted to GS 15, other NASA centers or government agencies, industry

SES, other NASA centers or government agencies, industry

Criterion

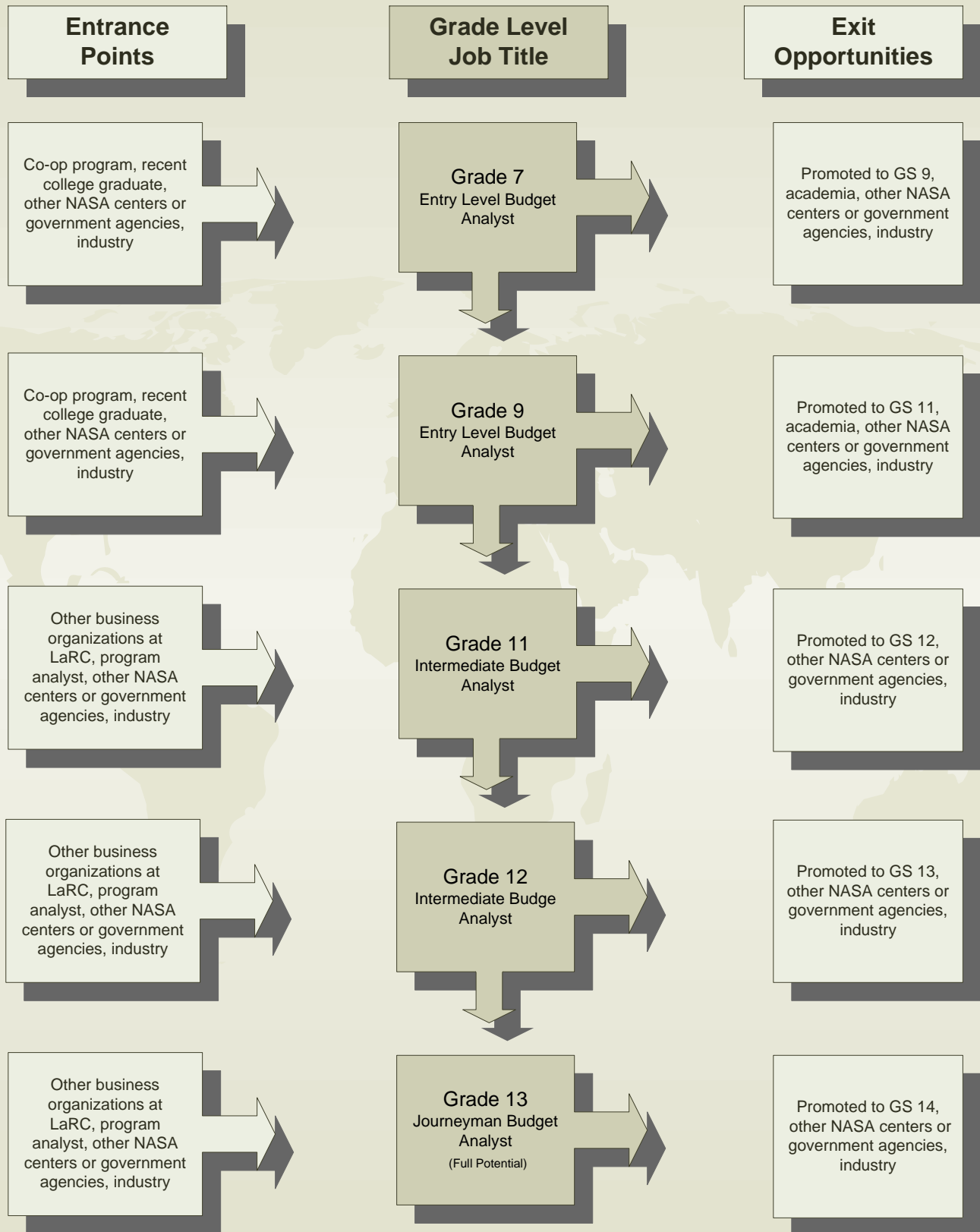
Occupational Series 510 Accountant

Competency	GS 7-9	GS 11-12	GS 13	GS 14	GS 15
Accounting Concepts and Standards	Knowledgeable of generally accepted accounting principles and concepts.	Applies knowledge of generally accepted accounting principles and concepts.	Researches questions concerning application of generally accepted accounting principles and concepts in connection with the Agency's Financial System; supports system implementation teams.	Guides employees and advises management on questions and issues in connection with generally accepted accounting principles and concepts.	Utilizes knowledge of generally accepted accounting principles to make recommendations to Chief Financial Officer and senior management; complies with external reporting requirements; acts as Chief Accountant.
Financial Accounting Policies and Procedures	Knowledgeable of Federal legislation, standards and policies (e.g., Appropriation Law, FMFIA, and FASAB).	Applies knowledge of Federal legislation, standards and policies (e.g., Appropriation Law, FMFIA, and FASAB).	Researches questions and issues concerning application of Federal legislation, standards and policies (e.g., Appropriation Law, FMFIA, and FASAB) in connection with Agency's Financial System.	Guides employees and evaluates organizational impact of new Federal legislation, standards, and policies.	Keeps abreast of new Federal legislation, standards, and policies; directs appropriate action on issues with Agency and Center-wide impact.
Full Cost Policies and Procedures	Knowledgeable of Agency full cost policies and procedures.	Applies full cost policies and procedures.	Researches issues concerning application of full cost policies and procedures.	Guides employees and evaluates organizational impact of full cost policies and procedures on financial management processes and activities.	Provides Center-wide guidance in connection with new full cost policies and procedures.
Program/Project Management and Control	Knowledgeable of the structure of appropriation accounts, object classes and line items that support Agency mission and programs.	Applies knowledge of the structure of appropriation accounts, object classes and line items that support Agency mission and programs.	Researches financial system questions and issues in connection with the structure of appropriation accounts, object classes and line items that support Agency mission and programs.	Guides employees and advises management on issues in connection with the structure of appropriation accounts, object classes and line items that support Agency mission and programs.	Provides Center-wide guidance in connection with the structure of appropriation accounts, object classes and line items that support Agency mission and programs.
Automation Principles, Methods, Techniques and Systems	Knowledgeable of NASA's IEMP.	Utilizes NASA's Integrated Enterprise Management systems (e.g., SAP, BW) and other financial tools to record and classify financial transactions.	Addresses end user questions and issues in connection with NASA's Integrated Enterprise Management systems (e.g., SAP, BW) and other financial tools utilized by OCFO.	Acts as "super user" and advises management in connection with NASA's Integrated Enterprise Management systems (e.g., SAP, BW) and other financial tools utilized by OCFO.	Provides Center-wide guidance to senior management on the implementation of NASA Integrated Enterprise Management modules from a financial management perspective.

Competency	GS 7-9	GS 11-12	GS 13	GS 14	GS 15
Budget Preparation and Execution	Knowledgeable of Agency general budget principles, operations, procedures; knowledgeable of the Agency and Center's structure, mission, function, and major components.	Applies knowledge of the Agency's general budget principles and operations in performance of duties; understands the interrelationship between financial and resources management.	Researches questions and issues in connection with the Agency's general budget principles and operations.	Advises management on financial management issues in connection with the Agency's general budget principles and operations.	Provides Center-wide guidance on financial management issues in connection with the Agency's general budget principles and operations.
Teamwork and Customer Service	Works well with others by fostering commitment and team work; focuses on basic customer service needs.	Provides functional support to system implementation or improvement teams; provides customers with solutions to problems and concerns.	Provides functional expertise (subject matter expert) as member of system implementation or process improvement team; provides customers with solutions to complex problems and concerns.	Leads functional area team or process improvement teams with a focus on providing solutions to customer concerns and issues.	Provides Center-wide guidance on system implementations and operations; leads Financial Management Office Team; ensures delivery of high quality customer service in organization.

Career Path Progression

Occupational Series 560 Budget Analyst



Criterion

Occupational Series 560 Budget Analyst

Competency	GS 7-9	GS 11-12	GS 13
General Budgeting Concepts and Principles	Knowledgeable of budget, cost accounting, cost/schedule management, and program terminology concepts and principles.	Applies knowledge of budget, cost accounting, cost/schedule management, and program terminology concepts and principles.	Researches questions and issues concerning budget, cost accounting, cost/schedule management, and program terminology concepts and principles.
Program/Project Management and Control	Knowledgeable of program/project planning, analysis and control techniques for integrated cost and schedule management.	Applies knowledge of program/project planning, analysis and control techniques for integrated cost and schedule management.	Researches questions and issues concerning program/project planning, analysis and control techniques for integrated cost and schedule management.
Internal Control Systems, Policies and Procedures	Knowledgeable of resources management data and procedures.	Applies knowledge of resources management data and procedures.	Researches customer questions concerning resources management data and procedures.
Budget Preparation and Execution	Knowledgeable of budget and schedule plan processes.	Assists in developing, coordinating, and integrating budget and schedule plans for assigned area of responsibility.	Develops, coordinates and integrates budget and schedule plans for assigned area of responsibility; performs analysis and provides recommendations.
Teamwork and Customer Service	Works well with others by fostering commitment and team spirit; focuses on customer service needs.	Provides functional support to system implementation or process improvement teams; focuses on customer service needs.	Provides functional expertise (subject matter expert) as member of system implementation or process improvement team; provides customers with solutions to complex problems and concerns.
Automation Principles, Methods, Techniques and Systems	Basic knowledge of NASA's IEMP.	Utilizes NASA's Integrated Enterprise Management systems (e.g., BW) and other financial/budget tools.	Addresses resources management questions and issues in connection with NASA's Integrated Enterprise Management systems (e.g., BW) and other financial/budget tools.
Organizational Knowledge	Knowledgeable of the Agency and Center structure, mission, function, and major components.	Applies knowledge of Agency and Center structure, mission, function, and major components; understands interrelationship between financial and resources management.	Addresses customer questions concerning Agency and Center's structure, mission, function, and major components.

Enrichment Activities

Occupational Series 501 Financial Management, 510 Accountant, and 560 Budget Analyst

	Communication	Leadership	Organizational Knowledge
Grade 7-9	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, video conferencing, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend professional conferences 	<ul style="list-style-type: none"> - Negotiation and Influencing skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership (e.g., SHRM, FEW) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - IEMP - LMS - APPEL courses - @ LaRC - Strategic Plan - LIP - NASA online training modules
Grade 11-12	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM, Directorate, Center) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, video conferencing, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation and Influencing skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership (e.g., SHRM, FEW) - Co-lead/lead teams - Professional Development Program - Inter-agency training (e.g., DOJ, DEOMI) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - IEMP - LMS - APPEL courses - @ LaRC - Strategic Plan - LIP - NASA online training modules - Participate in Center-wide projects or committees
Grade 13	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM, Center, Agency) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, video conferencing, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation and Influencing skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership (e.g., SHRM, FEW) - Co-lead/lead teams - Professional Development Program - Inter-agency training (e.g., DOJ, DEOMI) - OPM courses (e.g., Leadership Potential, Conflict Resolution) - NASA sponsored leadership courses (e.g., MIP, MEP) - LDP - Agency Fellowships - Center and Agency Strategic Plans 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - IEMP - LMS - APPEL courses - @ LaRC - Strategic Plan - LIP - NASA online training modules - Participate in Center-wide projects or committees - Details to NASA centers or Headquarters
Grade 14-15	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM, Center, Agency) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, video conferencing, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation and Influencing skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership (e.g., SHRM, FEW) - Co-lead/lead teams - Professional Development Program - Inter-agency training (e.g., DOJ, DEOMI) - Office of Personnel Management (OPM) courses (e.g., Leadership Potential, Conflict Resolution) - NASA sponsored leadership courses (e.g., MIP, MEP) - LDP - Agency Fellowships - Center and Agency Strategic Plans - SES CDP - Serve as mentor within organization 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - IEMP - LMS - APPEL courses - @ LaRC - Strategic Plan - LIP - NASA online training modules - Participate in Center-wide projects or committees - Details to NASA centers or Headquarters

Enrichment Activities

Occupational Series 501 Financial Management, 510 Accountant, and 560 Budget Analyst

Customer Service

Technical Knowledge: 501

Technical Knowledge: 510

Grade 7-9

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

- Basic Appropriations Law
- Federal budget and Accounting Overview (includes FASAB)
- Foundations of Financial and Resources Management*

- Basic Appropriations Law
- Federal budget and Accounting Overview (includes FASAB)
- Foundations of Financial and Resource Management*
- Prompt Payment Act and Voucher Examination

Grade 11-12

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

- No enrichment activities identified for these grade levels

- No enrichment activities identified for these grade levels

Grade 13

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

- Appropriations Law Update
- Effective Management Control Systems
- Federal Financial Accounting Standards and Procedures
- Foundations of Project Management
- Full cost Accounting and Budgeting
- NASA and Installation Budget Formulation and Execution

- Appropriations Law Update
- Effective Management Control Systems
- Full Cost Accounting and Budgeting
- Federal Financial Accounting Standards and Procedures
- NASA and Installation Budget Formulation and Execution
- Standard General Ledger
- Understanding Federal Financial Statements/ Accountability Reporting

Grade 14-15

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

- Advanced Project Management
- Current Topics and Emerging Issues in Financial Management
- Government Performance and Results
- Risk Management
- Congressional Overview
- Current Topics and Emerging Issues in Resource Management

- Current Topics and Emerging Issues in Financial Management
- Government Performance and Results
- Risk Management

Enrichment Activities

Occupational Series 501 Financial Management, 510 Accountant, and 560 Budget Analyst

Technical Knowledge: 560

*Foundations of Financial and Resource Management

Grade 7-9

- Basic Appropriations Law
- Federal Budget and Accounting Overview (includes FASAB)
- Foundations of Financial and Resource Management*
- Introduction to Acquisition/Procurement Overview

- Acquisition Concepts
- Cost Accounting Fundamentals, Including Financial Management Reporting and Cost Accruals
- Financial Coding Structure
- Introduction to the BMIC
- Introduction to Full Cost Budgeting, Accounting, and Management
- Introduction to ISO 9000 and Installation Financial Management Procedures
- Introduction to NPG 7120.5A
- NASA Financial Systems and Reporting, including FACS, IFMP Overview, Data Security, and Internal Controls
- Overview of Standard General Ledger
- Foundations of Project Management
- Full Cost Accounting and Budgeting
- Government Contracting/Acquisition Principles
- Government Performance and Results
- Introduction to Acquisition/Procurement Overview
- NASA and Installation Budget Formulation and Executions
- NASA Annual CFO Conference
- Prompt Payment Act and Voucher Examination
- Risk Management
- Standard General Ledger

Grade 11-12

- No enrichment activities identified for these grade levels

Grade 13

- Appropriations Law Update
- Budget Execution
- Budget Formulation, Justification and Presentation
- Contract Pricing and Cost Analysis
- Effective Management Control Systems
- Foundations of Project Management
- Full Cost Accounting and Budget
- Government Contracting/Acquisition Principles
- NASA Installation and Budget Formulation and Execution

Grade 14-15

- No enrichment activities identified for these grade levels

Career Path Progression

Occupational Series 905 Attorney and 1222 Patent Counsel

Entrance Points

Co-op program,
accredited law school
graduate or LLM,
NASA Headquarters,
private practice*

Accredited law school
graduate, one year
experience or LLM,
NASA Headquarters,
private practice*

NASA Headquarters,
private practice*

NASA Headquarters,
private practice*

NASA Headquarters,
private practice*

Grade Level Job Title

Grade 11
Attorney Advisor

Grade 12
Attorney Advisor

Grade 13
Attorney Advisor

Grade 14
Senior Attorney
Advisor

Grade 15
Expert Legal
Advisor, Associate
Chief Counsel,
Deputy Chief
Counsel

Exit Opportunities

Promoted to GS 12,
NASA Headquarters,
private practice*

Promoted to GS 13,
NASA Headquarters,
private practice*

Promoted to GS 14,
NASA Headquarters,
private practice*

Promoted to GS 15,
NASA Headquarters,
private practice*

SES position
through NASA LDP,
NASA Headquarters,
private practice*

*Other NASA centers or government agencies and industry.

NOTE: All positions require membership in good standing in attorneybar of state or commonwealth of the United States. In addition, Occupational Series 1222 Patent Counsel positions require membership in good standing in patent bar and registration to practice before USPTO.

<p style="text-align: center;">Criterion</p> <p style="text-align: center;">Occupational Series 905 Attorney</p>					
Competency	GS 11	GS 12	GS 13	GS 14	GS 15
Technical Knowledge	Applies knowledge of the fundamentals of law (e.g., contract law, personnel law, ethics, and fiscal law) to assist attorneys and Center clients with resolving basic and routine legal issues with Senior Attorney and supervisor direction and approval.	Applies knowledge of a variety of legal subject matters (e.g., procurement, personnel law, ethics, fiscal, FOIA, privacy, claims, and agreements) to assist clients and Senior Attorneys with resolving difficult, non-precedent setting legal questions by providing legal opinions and through conducting aspects of trial preparation with Senior Attorney oversight.	Applies advanced knowledge of a variety of legal subject matter (e.g., procurement, personnel ethics, fiscal, FOIA, privacy, claims, and agreements) to resolve difficult legal issues that establish precedents binding on the Center; Center personnel and organizational directors rely on knowledge applied in independently conducting meetings with clients, by providing legal guidance and opinions, and by conducting trials and hearings with minimal Senior Attorney oversight.	Demonstrates expertise in legal subject matters (e.g., procurement, personnel, ethics, fiscal, FOIA, privacy, claims, and agreements) by addressing complex legal questions that result in precedents binding on Center and Agency. Independently represents Agency to resolve complex legal questions that arise in trials, proceedings, and hearings, and in the course of representing the Center in matters involving outside parties and potential partners.	Recognized Agency and Center level expert addressing complex and confidential legal questions involving complicated factual situations, outside organizations, or other agencies, and that often result in precedent binding on the Center, Agency, and Government. Independently exercises expertise relied upon for definitive legal guidance to resolve such questions in conduct of trials, hearings, client meetings, negotiations, mediations, and to provide legal opinions involving outside parties and corporate legal representatives.
Legal Advice and Counsel	Serves as legal advisor on issues involving application of fundamentals of law, with guidance and approval of Senior Attorney Advisors.	Serves as legal advisor on multidisciplinary questions and issues, with approval of Senior Attorney Advisors.	Serves as legal advisor on complex multidisciplinary questions and issues, with minimal oversight of Senior Attorney Advisors.	Serves independently as legal advisor on complex multidisciplinary questions and issues requiring expertise in legal analysis and advice.	Serves independently as legal advisor on complex legal issues requiring expert analysis for senior leaders in Center, Agency, and in legal community concerning matters with broad Agency or government impact or importance.
Legal Research	Conducts assigned legal research related to the application of statutes, rules, and regulations, hearings, and legislative issues.	Conducts independent legal research addressing multiple issues related to the application of statutes, rules and regulations, hearings, and legislative issues.	Conducts independent legal research and analysis addressing issues covering multiple areas of law and related to complex legal or factual issues with broad or binding legal impact and high level liability exposure for the Center.	Conducts independent legal research and analysis addressing multiple legal or factual questions requiring legal analysis of issues with broad or binding legal impact and high level liability exposure for the Agency.	Conducts independent legal research and analysis addressing multiple, complex legal and factual questions that have broad or binding legal impact and high level liability exposure for the Center, Agency, or government-wide.

Competency	GS 11	GS 12	GS 13	GS 14	GS 15
Legal Writing and Verbal Communication	Composes briefs and office memoranda addressing a routine legal issues (e.g., court procedure) for Senior Attorney Advisors; verbally communicates research results to Senior Attorney Advisors and addresses routine client questions.	Composes briefs and office memoranda addressing difficult questions typically addressing one area of law (e.g., timeliness) for Senior Attorney Advisors; writes opinions for clients; verbally communicates opinions on trials and hearings to clients, judges, and opposing counsel.	Composes briefs related to trials and hearings, office memoranda and opinions on complex legal questions that generally impact the Center or Center organizations; verbally communicates opinions on trials and hearings to clients, judges, opposing counsel, industry representatives, and corporate counsel.	Composes briefs, memorandum, opinions, government proposals, and legal position papers on client questions requiring independent legal analysis and conclusions on precedent setting issues with Center and Agency impact; verbally communicates opinions to senior-level clients on complex questions and Agency position on legal issues including trials and hearings to clients, judges, opposing counsel, industry representatives, and corporate counsel.	Composes briefs, memorandum, opinions, government proposals, and legal position papers on client questions requiring complex, expert analysis and conclusions on precedent setting issues with Center, Agency, or government-wide impact; verbally communicates opinions and Agency position on aspects of hearings to senior-level clients, judges, opposing counsel, representatives of private industry and other government agencies.
Trial Advocacy	Assists Senior Attorney Advisor with court or administrative proceedings by attending interviews, writing briefs and memorandum, and conducting research.	Assists Senior Attorney Advisor with court or administrative proceedings by conducting witness interviews, depositions, and all steps (e.g., witness interviews, discovery) of hearings.	Serves as Agency representative by conducting all aspects of court or administrative proceedings; seeks advice of Senior Attorney Advisor on complex questions and issues.	Serves as Agency representative by independently conducting all aspects of complex court or administrative proceedings of Center impact and importance.	Serves as Agency representative by independently conducting all aspects of complex court or administrative proceedings with broad Agency or governmentwide impact and importance.
Teamwork	Participates on legal, Center and Agency teams to assist Senior Attorney team members with meeting team goals.	Participates on legal, Center and Agency teams to provide quality legal service to clients and customers.	Participates on legal, Center and Agency teams to provide quality legal service to clients and customers; encourages involvement from team members to accomplish goals and objectives.	Leads Agency legal teams that address issues of Agency importance, serves as advisor to Center and Agency teams to provide quality legal service to clients and customers.	Leads Center legal team with responsibility for providing advice in specialized legal disciplines, assigns work for team attorneys, ensures accomplishment of legal assignments within team; leads Agency legal teams that address issues of Agency importance.

NOTE: All positions require Juris Doctor from ABA accredited law school and admission to the practice of law and membership in good standing in attorney bar of state or commonwealth of United States. Qualifying GS 14 and 15 Attorneys may be considered for the Deputy Chief Counsel position. Deputy Chief Counsel represents office as Chief Counsel when required; interfaces with Agency SES leaders; oversees office administration, supervises Attorney Advisors and staff; and represents Center as legal representative to broader Agency legal community, government, and private sector when required.

<p style="text-align: center;">Criterion</p> <p style="text-align: center;">Occupational Series 1222 Patent Counsel</p>				
Competency	GS 12	GS 13	GS 14	GS 15
Legal Subject Matter Knowledge	Applies knowledge of a variety of scientific and engineering disciplines and intellectual property law subject matters including, but not limited to, validity and infringements of patents, patent prosecutions, licenses, patent claims, patent clauses in contracts, copyright, data rights, software release, and agreements; meets with clients (e.g., researchers, inventors) to provide legal advice and counsel under supervision of Senior Patent Attorneys.	Advanced knowledge of a variety of scientific and engineering disciplines and intellectual property law subject matters, including, but not limited to, validity and infringements of patents, licenses, patent claims, patent clauses in contracts, copyright issues, software release, data rights, and agreements; conducts meetings independently with clients to provide legal advice and counsel (e.g., researchers, inventors).	Demonstrates expertise in a variety of scientific and engineering disciplines and intellectual property law subject matters, including, but not limited to, validity and infringements of patents, licenses, patent claims, patent clauses in contracts, copyright issues, trademark, data rights, software, and agreements; interacts with senior personnel (e.g., researchers, scientists) to evaluate technology for invention disclosure and patent protection.	Recognized expert at Agency level regarding complex intellectual property law subject matters; interacts through various forums and means (e.g., meetings, presentations, hearings, client visits, teams) with senior personnel, NASA Headquarter representatives, industry counsel and representatives, and PTO.
Legal Advice and Counsel	Legal advisor on questions of limited complexity, value, or impact related to all aspects of copyright and intellectual property law with approval of Senior Patent Attorneys.	Independent legal advisor on complex legal questions requiring legal analysis concerning intellectual property law, including, but not limited to, patent infringements, patent prosecutions, licenses, patent claims, patent clauses in contracts, copyright, data rights, software release, agreements, and associated judicial and administrative proceedings and hearings with minimal oversight from Senior Patent Attorneys; applies statutes, rules, and regulations; evaluates and reviews legislative issues in the context of patent law.	Independent legal advisor on complex multidisciplinary legal questions requiring expertise in legal analysis; provides advice to senior researchers and technical experts related to intellectual property law, including, but not limited to, patent infringements, patent prosecutions, licenses, patent claims, patent clauses in contracts, copyright, data rights, software release, agreements, and associated judicial and administrative proceedings and hearings; applies statutes, rules, and regulations in complex situations; evaluates and reviews complex legislative issues in the context of patent law.	Independent legal advisor on complex legal issues requiring expert analysis; senior leaders in Agency and legal community rely upon advice and counsel concerning matters with broad Agency or government impact or importance within copyright and intellectual property law disciplines.
Legal Research and Writing	Conducts legal research and writing related to intellectual property law processes and hearings; applies statutes, rules, and regulations to resolve intellectual property questions; evaluates and reviews legislative issues in the context of intellectual property law.	Conducts independent legal research, writing, and analysis related to complex legal or factual questions with broad or binding legal impact and high value potential to Agency within copyright and intellectual property law discipline.	Conducts independent legal research, writing, and analysis related to complex legal or factual questions of high value potential, conflicting interests, and with broad Agency impact or importance within intellectual property law discipline.	Conducts independent research, writing, and analysis, and serves as expert on complex and technical scientific, engineering, and legal questions; advises and presents to Agency on questions of broad Agency or government importance within intellectual property law disciplines.

Competency	GS 12	GS 13	GS 14	GS 15
Personal Contacts	Assists Senior Patent Attorneys with all aspects (e.g., researching, writing, analyzing) of providing advice to Center personnel on intellectual property law issues.	Interacts with senior level employees to assist on advising SES leaders, PTO, and private counsel, as directed by Senior Attorneys.	Interacts through various forums and means (e.g., meetings, presentations, hearings, client visits, and teams) with senior level managers, supervisors and scientific and technical leaders within Agency and government; interfaces with PTO, private sector counsel, academia, and industry in representing Agency and United States regarding copyright and intellectual property law issues.	Interacts with Agency and nationally recognized experts in scientific, technical, and engineering disciplines, PTO, and Senior Attorneys from across the Agency and government; interfaces with elected officials and staff, political appointees, CEO's of private companies, senior counsel in private sector, academia, and industry regarding copyright and intellectual property law issues.
Legal Writing	Writes patent prosecution documents (e.g., patent applications, office action responses, amendments), copyright, trademark, and data rights analysis and opinions for Senior Patent Attorneys.	Writes complex patent prosecution documents (e.g., patent applications, office action responses, amendments), copyright, trademark, and data rights analysis and opinions for clients (e.g., researches, inventors) with impact on Center.	Writes complex multidisciplinary patent prosecution documents (e.g., patent applications, office action responses, amendments), copyright, trademark, and data rights analysis and opinions for clients (e.g., researches, inventors) that broadly impact Center and Agency.	Writes complex multidisciplinary patent prosecution documents (e.g., patent applications, office action responses, amendments), copyright, trademark, and data rights analysis and opinions requiring expert analysis on issues with broad Agency or governmentwide impact.
Communication	Communicates both verbal and written opinions to clients, judges, and opposing counsel on intellectual property, copyright, and trademark issues with Senior Patent Attorney guidance.	Communicates both verbal and written opinions to clients, judges, opposing counsel, industry representatives and corporate counsel on complex intellectual property, copyright, and trademark issues.	Communicates both verbal and written opinions to clients, judges, opposing counsel, industry representatives and corporate counsel on complex intellectual property issues, including but not limited to patents, copyrights, trademarks, and data rights, of broad Agency and government importance; provides guidance to Junior Patent Attorneys on communicating opinions to clients.	Communicates opinions orally to Center leadership, Agency representatives, clients, judges, opposing counsel, industry representatives and corporate counsel on complex intellectual property issues, including but not limited to patents, copyrights, trademarks, and data rights, of broad Agency and government importance requiring expert analysis; provides guidance to Patent Attorneys on communicating complex opinions to clients.
Teamwork	Participates on legal, Center and Agency teams to provide quality legal service to clients and customers.	Participates on legal, Center and Agency teams to provide quality legal service to clients and customers; encourages involvement from team members to accomplish goals and objectives.	Leads Agency legal teams that address issues of Agency importance, serves as advisors to Center and Agency teams to provide quality legal service to clients and customers.	Leads Center legal team with responsibility for providing advice in specialized legal disciplines, assigns work for team attorneys, ensures accomplishment of legal assignments within team; leads Agency legal teams that address issues of Agency importance.

NOTE: All positions require undergraduate degree in one of the scientific or engineering disciplines, Juris Doctor from ABA accredited law school, admission to the practice of law and membership in good standing in patent attorney bar of state or commonwealth of United States, and registration to practice before USPTO. Qualifying GS 14 and 15 Attorneys may be considered for the Deputy Chief Counsel position. Deputy Chief Counsel represents office as Chief Counsel when required; interfaces with Agency SES leaders; oversees office administration, supervises Attorney Advisors and staff; and represents Center as legal representative to broader Agency legal community, government, and private sector when required.

Enrichment Activities

Occupational Series 905 Attorney and 1222 Patent Counsel

	Knowledge of Litigation	Communication	Agency Practices
Grade 11-12	<ul style="list-style-type: none"> - On-the-job training in specified performance areas - Mentoring from colleagues and Senior Attorneys - Supervised projects and assignments - Beginning Training Seminars - Legal Conferences - Rotational assignments 	<ul style="list-style-type: none"> - Verbal and Written Communication courses - Art of Persuasion courses - Negotiations courses - Mediation courses - On-the-job training - Teambuilding training 	<ul style="list-style-type: none"> - On-the-job training - Advisor on Special Agency Projects - Advisor to Agency Team - Agency specific courses (e.g., MIP, MEP) - Attend Agency Information Symposia
Grade 13	<ul style="list-style-type: none"> - On-the-job training in specified performance areas - Mentoring from colleagues and Senior Attorneys - Supervised projects and assignments - Beginning Training Seminars - Legal Conferences - Rotational assignments 	<ul style="list-style-type: none"> - Verbal and Written Communication courses - Art of Persuasion courses - Negotiations courses - Mediation courses - On-the-job training - Teambuilding training 	<ul style="list-style-type: none"> - On-the-job training - Advisor on Special Agency Projects - Advisor to Agency Team - Agency specific courses (e.g., MIP, MEP) - Attend Agency Information Symposia
Grade 14	<ul style="list-style-type: none"> - On-the-job training in specified performance areas - Mentoring from colleagues and Senior Attorneys - Special projects and assignments - Specialized Training Seminars - Legal Conferences - Rotational Assignments 	<ul style="list-style-type: none"> - Advanced Verbal and Written Communication courses - Advanced Art of Persuasion courses - Advanced Negotiations courses - Advanced Mediation courses - On-the-job training - Teambuilding training 	<ul style="list-style-type: none"> - On-the-job training - Senior Advisor on Special Agency Projects - Team Lead or Advisor to Agency Team - Agency specific courses (e.g., MIP, MEP) - Attend Agency Information Symposia
Grade 15	<ul style="list-style-type: none"> - On-the-job training in specified performance areas - Mentoring from colleagues and Senior Attorneys - Special projects and assignments - Specialized Training Seminars - Legal Conferences - Rotational assignments 	<ul style="list-style-type: none"> - Advanced Verbal and Written Communication courses - Advanced Art of Persuasion course - Advanced Negotiations course - Advanced Mediation course - On-the-job training - Teambuilding training 	<ul style="list-style-type: none"> - On-the-job training - Senior Advisor on Special Agency Projects - Team Lead or Advisor to Agency Team - Agency specific courses (e.g., MIP, MEP) - Attend Agency Information Symposia

NOTE: As grade level and responsibility increase, enrichment courses taken increase in focus from beginning to intermediate to advanced. On-the-job training through the grade levels will advance in focus from routine to complex.

Enrichment Activities

Occupational Series 905 Attorney and 1222 Patent Counsel

	Leadership	Professional Skills
Grade 11-12	<ul style="list-style-type: none"> - On-the-job training - Agency specific courses (e.g., MIP, MEP) - Leadership Development courses - Rotational assignments (other centers, the Office of the General Counsel, Headquarters Mission and Program Offices) 	<ul style="list-style-type: none"> - Computer and Software skills courses - Interpersonal Management courses - Time and Stress Management courses - Business and Legal Ethic courses - Required Continuing Legal Education - Problem Solving and Decision Making courses - Conflict Management courses - Customer Service training
Grade 13	<ul style="list-style-type: none"> - On-the-job training - Agency specific courses (e.g., MIP, MEP) - Leadership Development courses - Rotational assignments (other centers, the Office of the General Counsel, Headquarters Mission and Program Offices) 	<ul style="list-style-type: none"> - Computer and Software skills courses - Interpersonal Management courses - Time and Stress Management courses - Business and Legal Ethic courses - Required Continuing Legal Education - Problem Solving and Decision Making courses - Conflict Management courses - Customer Service training
Grade 14	<ul style="list-style-type: none"> - On-the-job training - Agency specific courses (e.g., MIP, MEP) - Leadership Development courses - Rotational assignments (other centers, the Office of the General Counsel, Headquarters Mission and Program Offices) - Leadership Enhancement courses - Management courses - Executive Leadership courses - Legal Office Management courses - Business Management training 	<ul style="list-style-type: none"> - Computer and Software skills courses - Interpersonal Management courses - Time and Stress Management courses - Business and Legal Ethic courses - Required Continuing Legal Education - Problem Solving and Decision Making courses - Conflict Management courses - Customer Service training
Grade 15	<ul style="list-style-type: none"> - On-the-job training - Agency specific courses (e.g., MIP, MEP) - Leadership Development courses - Rotational assignments (other centers, the Office of the General Counsel, Headquarters Mission and Program Offices) - Leadership Enhancement courses - Management courses - Executive Leadership courses - Legal Office Management courses - Business Management training 	<ul style="list-style-type: none"> - Computer and Software skills courses - Interpersonal Management courses - Time and Stress Management courses - Business and Legal Ethic courses - Required Continuing Legal Education - Problem Solving and Decision Making courses - Conflict Management courses - Customer Service training

NOTE: As grade level and responsibility increase, enrichment courses taken increase in focus from beginning to intermediate to advanced. On-the-job training through the grade levels will advance in focus from routine to complex.

Career Path Progression

Occupational Series 950 Paralegal and Series 986 Legal Assistant

Entrance Points

Co-op program, other
NASA centers or
government agencies,
industry

Co-op program, other
NASA centers or
government agencies,
industry

Co-op program,
experienced paralegal
program graduate,
private practice, other
NASA centers or
government agencies,
industry

Private practice, other
NASA centers or
government agencies,
industry

Private practice, other
NASA centers or
government agencies,
industry

Grade Level Job Title

Grade 7
Legal Assistant

Grade 8
Legal Assistant

Grade 9
Legal Assistant

Grade 11
Paralegal Specialist
(Patent or General Law)

Grade 12
Senior Paralegal
Specialist
(Patent or General Law)

Exit Opportunities

Promoted to GS 8,
other positions at LaRC,
private practice, other
NASA centers or
government agencies

Promoted to GS 9,
other positions at LaRC,
private practice, other
NASA centers or
government agencies

Promoted to GS 11,
other positions at LaRC,
private practice, other
NASA centers or
government agencies

Promoted to GS 12,
other positions at LaRC,
private practice, other
NASA centers or
government agencies

Promoted to GS 13,
other positions at LaRC,
private practice, other
NASA centers or
government agencies

NOTES: Occupational Series 950 Paralegal includes grade levels 11, 12, and 13 only. Occupational Series 986 Legal Assistant includes grade levels 7, 8 and 9 only.

Career Path Progression

Occupational Series 950 Paralegal and Series 986 Legal Assistant

Entrance Points

Private practice, other
NASA centers or
government agencies

Grade Level Job Title

Grade 13
Senior Paralegal
Specialist
(Patent or General Law)

Exit Opportunities

Other positions at
LaRC, private practice,
other NASA centers or
government agencies

NOTES: Occupational Series 950 Paralegal includes grade levels 11, 12, and 13 only. Occupational Series 986 Legal Assistant includes grade levels 7, 8 and 9 only.

<p style="text-align: center;">Criterion</p> <p style="text-align: center;">Occupational Series 950 Paralegal</p>				
Competency	GS 9	GS 11	GS 12	GS 13
Technical Knowledge	Basic knowledge of legal research to perform developmental research assignments with the aid of Senior Paralegals; assists Attorneys and Senior Paralegals with processing legal documents covering routine general legal and intellectual property issues, such as court notices and case timelines.	Knowledgeable of principles, concepts, and methods of legal research and analysis; assists Attorneys and Senior Paralegals with processing legal documents covering a broad range of general legal and intellectual property issues.	Advanced knowledge of principles, concepts, and methods of legal research and analysis and application of various laws, court and/or administrative decisions and interpretations, rules, regulations, policies, and procedures covering a broad range of general legal and intellectual property issues.	Expert knowledge of principles, concepts, and methods of legal research and analysis and application of various laws, court and/or administrative decisions and interpretations, rules, regulations, policies, and procedures covering a broad range of general legal and intellectual property issues.
Legal Research	Uses basic fact-finding techniques to extract pertinent information from documents and gathers/assembles specific information for Senior Paralegals and Attorneys.	Conducts research on routine general legal and intellectual property issues; receives specific direction from Research Attorneys and Senior Paralegals on research questions and methods.	Conducts independent research on complex general legal and intellectual property issues, usually involving two or more legal issues; independently determines research methods for research question assigned by Attorneys and Senior Paralegals.	Conducts independent research on complex and difficult general legal and intellectual property issues, typically involving two or more areas of law and multiple legal issues; develops own research questions based upon knowledge and review of case files; research product is accepted as accurate and is relied on to provide legal advice and counsel; provides guidance and direction to Junior Paralegals and reviews research products for content and accuracy.
Legal Writing	Prepares general legal and intellectual property correspondence (e.g., case processing checklists, routine notices, document transmission correspondence) for review and signature of Attorneys and Senior Paralegals.	Prepares routine legal and intellectual property correspondence (e.g., transmittal of pleadings, requests for extensions of time, advises on actions taken or required, developments in referred cases, notices to attorneys representing defendants) for Attorneys and Senior Paralegals.	Prepares draft legal and intellectual property documents (e.g., claims responses, case discovery, patent prosecution) for Attorneys and Senior Paralegals.	Prepares legal documents covering a broad range of legal and intellectual property issues for final attorney review and approval.
Docket Management	Receives notice of actions due for both general legal and intellectual property work and under direction of Senior Paralegal docket them according to the applicable statutes, regulations, and case processing requirements.	Assists Attorneys and Senior Paralegals with maintaining docket for general legal cases and claims; assists with maintaining general legal cases and claims files.	Researches status of cases and claims utilizing automated systems; performs extensive searches of records, references, and historical material; maintains files and tracks and organizes case and claim files and information.	Establishes, coordinates, and maintains files for assigned cases and claims, including attendant document control and activity tracking systems; provides assistance (e.g., tracking cases, file organization) to Junior Paralegals.

Competency	GS 9	GS 11	GS 12	GS 13
Teamwork	Participates on internal office legal teams to assist with providing quality legal services to clients; Senior Paralegals and Office Attorneys define and oversee team role.	Participates on Center legal teams to assist with providing quality legal services to clients.	Participates on Center and Agency Teams to assist with providing quality legal services and mission support to clients; encourages involvement of all team members to accomplish goals and objectives.	Participates on, leads, or facilitates Center and Agency legal and mission support teams; provides direction to team members to accomplish goals and objectives.
Self-Management	Assignments are provided with clear, precise, and detailed instruction; Senior Paralegals and supervisor are consulted on all matters associated with the assignments; and all assignments are reviewed during course of completing assignments and upon completion for accuracy, adequacy, and adherence to instructions.	Assignments are provided with general instructions; work is accomplished as instructed and supervisor is consulted on all matters not specifically covered in original instructions; unusual aspects of assignments are reviewed during course of completing assignments and upon completion for adherence to instructions.	Supervisor makes assignments by defining objectives, priorities, and deadlines, and assists with unusual situations which do not have clear precedents; work is accomplished through independent selection of methods, processes, and steps; work is reviewed for accuracy and compliance with requirements.	Supervisor provides scope of duty assignments; supervisor and employee work together to develop deadlines; work accomplished within own priorities and is independently planned and carried out; completed work reviewed only for effectiveness in meeting requirements or accomplishing objectives.

<p style="text-align: center;">Criterion</p> <p style="text-align: center;">Occupational Series 986 Legal Assistant</p>			
Competency	GS 7	GS 8	GS 9
Technical Knowledge	Knowledgeable of patent, license, copyright, software, and infringement procedures required to process routine intellectual property actions; receives guidance from Senior Legal Assistant and Patent Attorney on document preparation and docket management.	Advanced knowledge of patent, license, copyright, software and infringement procedures required to process intellectual property actions; understands principles and anticipates next steps in processing difficult and comprehensive intellectual property actions; receives minimal guidance on document preparation and docket management.	Recognized expert in applying comprehensive legal regulations, techniques, and procedures required to process complex and difficult licensing, patent, copyright, software, and infringement intellectual property actions that typically involve several parties, numerous legal issues, and multiple processing concerns; exercises independence in application of knowledge and processing of actions and understands legal basis for actions and steps taken.
Document Preparation	Prepares routine documents (e.g., transmittal of pleadings, schedule of actions) required to process intellectual property actions; receives guidance and approval from Senior Legal Assistant and Patent Attorneys on document preparation.	Prepares documents required to process complex and comprehensive intellectual property actions; ascertains sequence of documents required for particular actions; receives guidance and direction from Patent Attorneys in reviewing documents for accuracy in complex actions.	Prepares accurate documents relied upon to provide advice and counsel for complex and multidisciplinary intellectual property actions; determines sequence of document preparation; independently identifies and prepares documents and actions required to respond to PTO; provides guidance and direction to Junior Legal Assistants in reviewing documents for content and accuracy.
Royalty Processing and Management	Assists with preparing and acquiring documentation (e.g., ensures receipt of checks, generates spread sheets) to ensure proper distribution of royalty income to inventors and Center under direction of Center Licensing Authority.	Acquires information and composes documents to manage receipt and distribution of Center licensing royalties; interacts with Center financial representatives and inventors to ensure proper distribution of income under direction of Center Licensing Authority.	Serves as independent Center Licensing Authority with overall responsibility for managing royalty distribution at Center; provides direction to junior legal assistants on royalty distribution; ensures appropriate actions have been taken and information is available for proper distribution of royalty income to inventors and Center interacts with Senior Inventors and Center financial representatives to ensure distribution process is completed in a timely and accurate manner.
Docket Management	Assists with preparing intellectual property case filing, docketing and scheduling cases, and maintaining automated case management and docketing systems; assists Patent Attorneys and Senior Legal Assistants with intellectual property case management responsibilities and establishes document control systems for assigned cases; receives guidance and approval from Senior Legal Assistant and Patent Attorneys concerning completion of assigned document management responsibilities.	Researches status of intellectual property cases utilizing automated case management and docketing systems; performs extensive searches of records, references, and historical material to ensure proper case processing; maintains files and tracks and organizes cases; receives limited guidance from Attorneys and Senior Legal Assistants on steps required to process complex cases.	Dockets and identifies steps required to process and manage complex cases using automated case management and docketing systems; works independently to identify actions and solutions required to maintain files; generates and interprets reports to identify trends and recommends actions in response to trends; interacts with patent attorneys and PTO to ensure proper case processing; regenerates actions and reports relied on to process cases and represent Agency; provides guidance and approval to Junior Legal Assistants.
Teamwork	Participates on Center legal teams to assist with providing quality legal services to clients.	Participates on Center and Agency teams to assist with providing quality legal services and mission support; encourages involvement of all team members to accomplish goals and objectives.	Participates on, leads, or facilitates Center and Agency legal and mission support teams; provides direction to team members to accomplish goals and objectives.
Self-Management	Assignments are provided with clear, detailed, and specific instructions; work is accomplished as instructed and supervisor is consulted on all matters not specifically covered in original instructions; all aspects of assignments are reviewed during course of completing assignments and upon completion for accuracy, adequacy, and adherence to instructions.	Supervisor makes assignments by defining objectives, priorities, and deadlines, and assists with unusual situations which do not have clear precedents; work is accomplished through independent selection of methods, processes, and steps; work is reviewed for accuracy and compliance with requirements.	Supervisor provides scope of duty assignments; supervisor and employee work together to develop deadlines; work accomplished within own priorities and is independently planned and carried out; completed work reviewed only for effectiveness in meeting requirements or accomplishing objectives.

Enrichment Activities

Occupational Series 950 Paralegal and 986 Legal Assistant

	Legal and Government	Communication	Professional Skills	Agency Practices
Grade 7	<ul style="list-style-type: none"> - On-the-job training in specified performance areas - Being mentored by Attorneys and Senior Paralegal/Legal Assistant - Supervised projects and assignments - Beginning Research and Writing Training Seminars - NASA Legal Conferences - Rotational assignments (e.g., Office Legal Teams or other center or Headquarter Legal Offices) 	<ul style="list-style-type: none"> - Effective Verbal Communication course - Legal Writing course - Negotiations course - Mediation course - On-the-job training - Teambuilding training 	<ul style="list-style-type: none"> - Interpersonal Management courses - Time and Stress Management courses - Legal Problem Solving and Decision Making courses - Conflict Management courses - Customer Service training - Documentation Management courses - Computer and Software skills 	<ul style="list-style-type: none"> - On-the-job training - Support of Attorney on Special Agency Projects or Litigation - Support of Advisor to Agency Team - Agency specific Paralegal/Legal Technician courses - Attend Agency Information Symposia
Grade 8-9	<ul style="list-style-type: none"> - On-the-job training in specified performance areas - Being mentored by Attorneys and Senior Paralegal/Legal Assistant - Specific Legal Research or Documentation assignments - NASA Legal Conferences - Rotational assignments (e.g., Office Legal Teams or other center or Headquarter Legal Offices) 	<ul style="list-style-type: none"> - Effective Verbal Communication course - Legal Writing course - Negotiations course - Mediation course - On-the-job training - Teambuilding training 	<ul style="list-style-type: none"> - Interpersonal Management courses - Time and Stress Management courses - Legal Problem Solving and Decision Making courses - Conflict Management courses - Customer Service training - Documentation Management courses - Computer and Software skills 	<ul style="list-style-type: none"> - On-the-job training - Support of Attorney on Special Agency Projects or Litigation - Support of Advisor to Agency Team - Agency specific Paralegal/Legal Technician courses - Attend Agency Information Symposia
Grade 9-10	<ul style="list-style-type: none"> - On-the-job training in specified performance areas - Being mentored by Attorneys and Senior Paralegal/Legal Assistant - Serve as a mentor - Special projects and assignments - Specialized training seminars - NASA Legal Conferences - Rotational assignments (e.g., Office Legal Teams or other center or Headquarter Legal Offices) 	<ul style="list-style-type: none"> - Advanced Communication course - Advanced Negotiations course - Advanced Mediation course - On-the-job training - Teambuilding training 	<ul style="list-style-type: none"> - Interpersonal Management courses - Time and Stress Management courses - Legal Problem Solving and Decision Making courses - Conflict Management courses - Customer Service training - Documentation Management courses - Computer and Software skills 	<ul style="list-style-type: none"> - On-the-job training - Support of Senior Advisor on Special Agency Projects - Support of Team Lead or Advisor to Agency Team - Agency specific Paralegal/Legal Technician courses - Attend Agency Information Symposia
Grade 11-12	<ul style="list-style-type: none"> - On-the-job training in specified performance areas - Being mentored by Attorneys and Senior Paralegal/Legal Assistant - Serve as a mentor - Special projects and assignments - Specialized training seminars - NASA Legal Conferences - Rotational assignments (e.g., Office Legal Teams or other center or Headquarter Legal Offices) 	<ul style="list-style-type: none"> - Advanced Communication course - Advanced Negotiations course - Advanced Mediation course - On-the-job training - Teambuilding training 	<ul style="list-style-type: none"> - Interpersonal Management courses - Time and Stress Management courses - Legal Problem Solving and Decision Making courses - Conflict Management courses - Customer Service training - Documentation Management courses - Computer and Software skills 	<ul style="list-style-type: none"> - On-the-job training - Support of Senior Advisor on Special Agency Projects - Support of Team Lead or Advisor to Agency Team - Agency specific Paralegal/Legal Technician courses - Attend Agency Information Symposia
Grade 13	<ul style="list-style-type: none"> - On-the-job training in specified performance areas - Being mentored by Attorneys and Senior Paralegal/Legal Assistant - Serve as a mentor - Special projects and assignments - Specialized training seminars - NASA Legal Conferences - Rotational assignments (e.g., Office Legal Teams or other center or Headquarter Legal Offices) - Specialized Government Budgeting and Management course - Specialized Legal Discipline courses (e.g., Ethics, Claims, Personnel Law) 	<ul style="list-style-type: none"> - Advanced Communication course - Advanced Negotiations course - Advanced Mediation course - On-the-job training - Teambuilding training - Team Leadership training - Mediation training 	<ul style="list-style-type: none"> - Interpersonal Management courses - Time and Stress Management courses - Legal Problem Solving and Decision Making courses - Conflict Management courses - Customer Service training - Documentation Management courses - Computer and Software skills - Advanced Case Management course - Advanced Claims Prosecution course - Advanced Financial Disclosure Processing course 	<ul style="list-style-type: none"> - On-the-job training - Support of Senior Advisor on Special Agency Projects - Support of Team Lead or Advisor to Agency Team - Agency specific Paralegal/Legal Technician courses - Attend Agency Information Symposia - Attend Agency Office Management course

NOTES: As grade level and responsibility increase, enrichment courses taken increase in focus from beginning to intermediate to advanced. On-the-job training through the grade levels with advance in focus from routine to complex. Occupational Series 950 Paralegal includes grade levels 11, 12, and 13 only. Occupational Series 986 Legal Assistant includes grade levels 7, 8 and 9 only.

Career Path Progression

Occupational Series 1001/1060/1071/1084/1386/1654 Media

Entrance Points

Co-op program,
academia, other
NASA centers or
government agencies,
industry

Other NASA centers
or government
agencies, industry

Other NASA centers
or government
agencies, industry

Other NASA centers
or government
agencies, industry

Other NASA centers
or government
agencies, industry

Grade Level Job Title

Grade 7/9
Media Specialists
(Photographer, Photographic
Technologist, Visual Information
Specialist, AV Production
Specialist, Information Arts
Specialist, Printing Specialist)

Grade 11
Media Specialists
(Photographer, Photographic
Technologist, Visual Information
Specialist, AV Production
Specialist, Information Arts
Specialist, Printing Specialist)

Grade 12
Media Specialists
(Photographer, Photographic
Technologist, Visual Information
Specialist, AV Production
Specialist, Information Arts
Specialist, Printing Specialist)

Grade 13
**Senior
Media Specialists**
(Photographer, Photographic
Technologist, Visual Information
Specialist, AV Production
Specialist, Information Arts
Specialist, Printing Specialist)

Grade 14
**Supervisory Media
Specialists, Branch
Head, Assistant
Division Chief**

Exit Opportunities

Promoted to GS 9-11,
other NASA centers or
government agencies,
industry

Promoted to GS 12,
other NASA centers or
government agencies,
industry

Promoted to GS 13,
other NASA centers or
government agencies,
industry

Promoted to GS 14,
other NASA centers or
government agencies,
industry

Promoted to GS 15,
other NASA centers or
government agencies,
industry

Career Path Progression

Occupational Series 1001/1060/1071/1084/1386/1654 Media

Entrance Points

Other NASA centers
or government
agencies, industry

Grade Level Job Title

Grade 15
Division Chief,
Assistant Office
Director/Office
Director

Exit Opportunities

SES, other NASA
centers or government
agencies, industry

<p style="text-align: center;">Criterion</p> <p style="text-align: center;">Occupational Series 1001/1060/1071/1084/1386/1654 Media</p>				
Competency	GS 7-9	GS 11-12	GS 13	GS 14-15
Technical Knowledge	Knowledgeable of media tools and techniques adhering to industry and Agency standards.	Applies knowledge of advanced media tools and techniques by adhering to industry and Agency standards.	Provides guidance to employees on utilization of media tools and techniques by adhering to industry and Agency standards.	Recognized expert in specialized technical area with advanced knowledge in related media areas; evaluates new technology to determine applicability for Center use.
Media Production	Performs basic individual tasks as directed by media lead supervisor.	Works with limited administrative guidance to perform multiple tasks; interacts with customers to assess requirements and determine appropriate media solutions.	Collaborates with media leads (e.g., photography, printing) to coordinate interdisciplinary media projects and services; serves as project leader by coordinating work of multiple media specialists and provides technical guidance to media staff; customer interaction limited to initial briefings to define scope of media service.	Directs multiple media services and resources (e.g., graphic design, photography, videography, and print production); provides strategic planning for multiple media functions; advises Center management on media standards, practices and uses.
Communication	Communicates, orally and in writing, an understanding of basic media concepts and ideas (e.g., conducting an interactive dialog with clients via face-to-face meetings, email, or other written means).	Communicates, orally and in writing, an understanding of complex media concepts and ideas by working with clients on a variety of detailed projects.	Communicates, orally and in writing, complex media concepts and interrelated media service capabilities and their application to specialized projects.	Communicates, orally and in writing, interrelated media service capabilities and their application to Center and Agency goals.
Supervision	Serves as member of media project team.	Serves as team leader for media projects.	Evaluates performance of media contractors; responds to customer questions regarding media contractor performance; makes recommendations to media contractor on service improvements; oversees contractor media resources.	Evaluates performance of media staff and services; implements processes to increase efficiency while maintaining high standards of customer service; determines contract requirements and recommends contractor support levels.
Collaboration	Collaborates with team members on media projects.	Collaborates with team members on multiple Center media projects.	Collaborates with other NASA centers and/or Headquarters, government agencies and/or contractors to integrate specific media services.	Manages and coordinates inter- and intra-Agency projects requiring single or multi-media resources.
Resource Planning	Recommends resource acquisitions based on use.	Recommends resource acquisitions to be used for media projects.	Plans resource acquisitions based on projected future needs and organization capability.	Manages budget and implements resource acquisitions.

Enrichment Activities

Occupational Series 1001/1060/1071/1084/1386/1654 Media

	Communication	Work Responsibilities	Resource Planning
Grade 7-9	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - Communications Material Review Process (Agency visual graphics standards and procedures) - Development of technical report writing - Consulting/Negotiating skills - Attend professional conferences 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - LMS procedures (Center-wide procedural guidelines) - Web TADS (time and attendance) - Travel Manager (travel scheduling, vouchers and reimbursement procedures) - Communications Material Review Board (Agency visual graphics standards and procedures) - IT Security Training - @ LaRC 	<ul style="list-style-type: none"> - Resource recommendations
Grade 11-12	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - Communications Material Review Process (Agency visual graphics standards and procedures) - Development of technical report writing - Consulting/Negotiating skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - LMS procedures (Center-wide procedural guidelines) - Web TADS (time and attendance) - Travel Manager (travel scheduling, vouchers and reimbursement procedures) - Communications Material Review Board (Agency visual graphics standards and procedures) - IT Security Training - @ LaRC - Participate in Center-wide projects or committees 	<ul style="list-style-type: none"> - Resource determinations - Government Purchasing Card training (on-site or online)
Grade 13	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - Communications Material Review Process (Agency visual graphics standards and procedures) - Development of technical report writing - Consulting/Negotiating skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - LMS procedures (Center-wide procedural guidelines) - Web TADS (time and attendance) - Travel Manager (travel scheduling, vouchers and reimbursement procedures) - Communications Material Review Board (Agency visual graphics standards and procedures) - IT Security Training - @ LaRC - Participate in Center-wide projects or committees - Details to NASA centers or Headquarters 	<ul style="list-style-type: none"> - Government Purchasing Card training (on-site or online) - P-card (Government online purchasing program) - Procurement overview for supervisors (on-site)
Grade 14	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - Communications Material Review Process (Agency visual graphics standards and procedures) - Development of technical report writing - Consulting/Negotiating skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - LMS procedures (Center-wide procedural guidelines) - Web TADS (time and attendance) - Travel Manager (travel scheduling, vouchers and reimbursement procedures) - Communications Material Review Board (Agency visual graphics standards and procedures) - IT Security Training - @ LaRC - Participate in or lead Center-wide projects or committees - Details to NASA centers or Headquarters 	<ul style="list-style-type: none"> - Government Purchasing Card training (on-site or online) - P-card (Government online purchasing program) - Procurement overview for supervisors (on-site)

Enrichment Activities

Occupational Series 1001/1060/1071/1084/1386/1654 Media

	Supervision	Technical Knowledge: Photography	Technical Knowledge: Printing
Grade 7-9	<ul style="list-style-type: none"> - Team member on media projects 	<ul style="list-style-type: none"> - BFA degree in Communication Arts (photography emphasis) or BS degree in Photographic Engineering - Communications Material Review Process (Agency visual graphics standards and procedures) - Still/Studio image capture and processing or Design and Analysis image and processing equipment - NIX, GRIN, and Langley Multimedia Library 	<ul style="list-style-type: none"> - Government printing and binding regulations - Industry printing standards - Government Printing Office procurement procedures - Graphic Design hardware and software - Desktop publishing software - Communications Material Review Process (Agency visual graphics standards and procedures) - U.S. Postal Service regulations
Grade 11-12	<ul style="list-style-type: none"> - Team member or lead on media projects 	<ul style="list-style-type: none"> - BFA degree in Communication Arts (photography emphasis) or BS degree in Photographic Engineering - Communications Material Review Process (Agency visual graphics standards and procedures) - Still/Studio image capture and processing or Design and Analysis image and processing equipment - NIX, GRIN, and Langley Multimedia Library 	<ul style="list-style-type: none"> - Government printing and binding regulations - Industry printing standards - Government Printing Office procurement procedures - Graphic Design hardware and software - Desktop publishing software - Communications Material Review Process (Agency visual graphics standards and procedures) - U.S. Postal Service regulations
Grade 13	<ul style="list-style-type: none"> - Team lead on media projects - Contract Management training (on-site) - Langley Leadership Skills Development Program (on-site)-- APPLICABLE TO SUPERVISORS ONLY - Human Resources Overview (on-site) - Resources and Financial Management Overview (on-site)-- APPLICABLE TO SUPERVISORS ONLY 	<ul style="list-style-type: none"> - BFA degree in Communication Arts (photography emphasis) or BS degree in Photographic Engineering - Communications Material Review Process (Agency visual graphics standards and procedures) - Still/Studio image capture and processing or Design and Analysis image and processing equipment - NIX, GRIN, and Langley Multimedia Library 	<ul style="list-style-type: none"> - Government printing and binding regulations - Industry printing standards - Government Printing Office procurement procedures - Graphic Design hardware and software - Desktop publishing software - Communications Material Review process (Agency visual graphics standards and procedures) - U.S. Postal Service regulations
Grade 14	<ul style="list-style-type: none"> - Contract Management training (on-site) - Langley Leadership Skills Development Program (on-site)-- APPLICABLE TO SUPERVISORS ONLY - Human Resources Overview (on-site) - Resources and Financial Management Overview (on-site)-- APPLICABLE TO SUPERVISORS ONLY 	<ul style="list-style-type: none"> - BFA degree in Communication Arts (photography emphasis) or BS degree in Photographic Engineering - Communications Material Review Process (Agency visual graphics standards and procedures) - Still/Studio image capture and processing or Design and Analysis image and processing equipment - NIX, GRIN, and Langley Multimedia Library 	<ul style="list-style-type: none"> - Government printing and binding regulations - Industry printing standards - Government Printing Office procurement procedures - Graphic Design hardware and software - Desktop publishing software - Communications Material Review process (Agency visual graphics standards and procedures) - U.S. Postal Service regulations

Enrichment Activities

Occupational Series 1001/1060/1071/1084/1386/1654 Media

Technical Knowledge: Video Production

Technical Knowledge: Graphic Design

Grade 7-9

- BFA/BS degree in AV Technology, Mass Communication, Media Production or similar field
- Graphic Design/Multi-Media/Video Production hardware and software
- Communications Material Review Process (Agency visual graphics standards and procedures)
- NIX, GRIN, and Langley Multimedia Library
- Agency Visual Standards Style Guide

- BFA degree in Communication Arts (Graphic Design emphasis)
- Communications Material Review Process (Agency visual graphics standards and procedures)
- Agency Visual Standards Style Guide
- Graphic Design/Animation software and hardware
- Internet technology and design standards
- Marketing methods and techniques

Grade 11-12

- BFA/BS degree in AV Technology, Mass Communication, Media Production or similar field
- Graphic Design/Multi-Media/Video Production hardware and software
- Communications Material Review Process (Agency visual graphics standards and procedures)
- NIX, GRIN, and Langley Multimedia Library
- Agency Visual Standards Style Guide

- BFA degree in Communication Arts (Graphic Design emphasis)
- Communications Material Review Process (Agency visual graphics standards and procedures)
- Agency Visual Standards Style Guide
- Graphic Design/Animation software and hardware
- Internet technology and design standards
- Marketing methods and techniques

Grade 13

- BFA/BS degree in AV Technology, Mass Communication, Media Production or similar field
- Graphic Design/Multi-Media/Video Production hardware and software
- Communications Material Review Process (Agency visual graphics standards and procedures)
- NIX, GRIN, and Langley Multimedia Library
- Agency Visual Standards Style Guide

- BFA degree in Communication Arts (Graphic Design emphasis)
- Communications Material Review Process (Agency visual graphics standards and procedures)
- Agency Visual Standards Style Guide
- Graphic Design/Animation software and hardware
- Internet technology and design standards
- Marketing methods and techniques

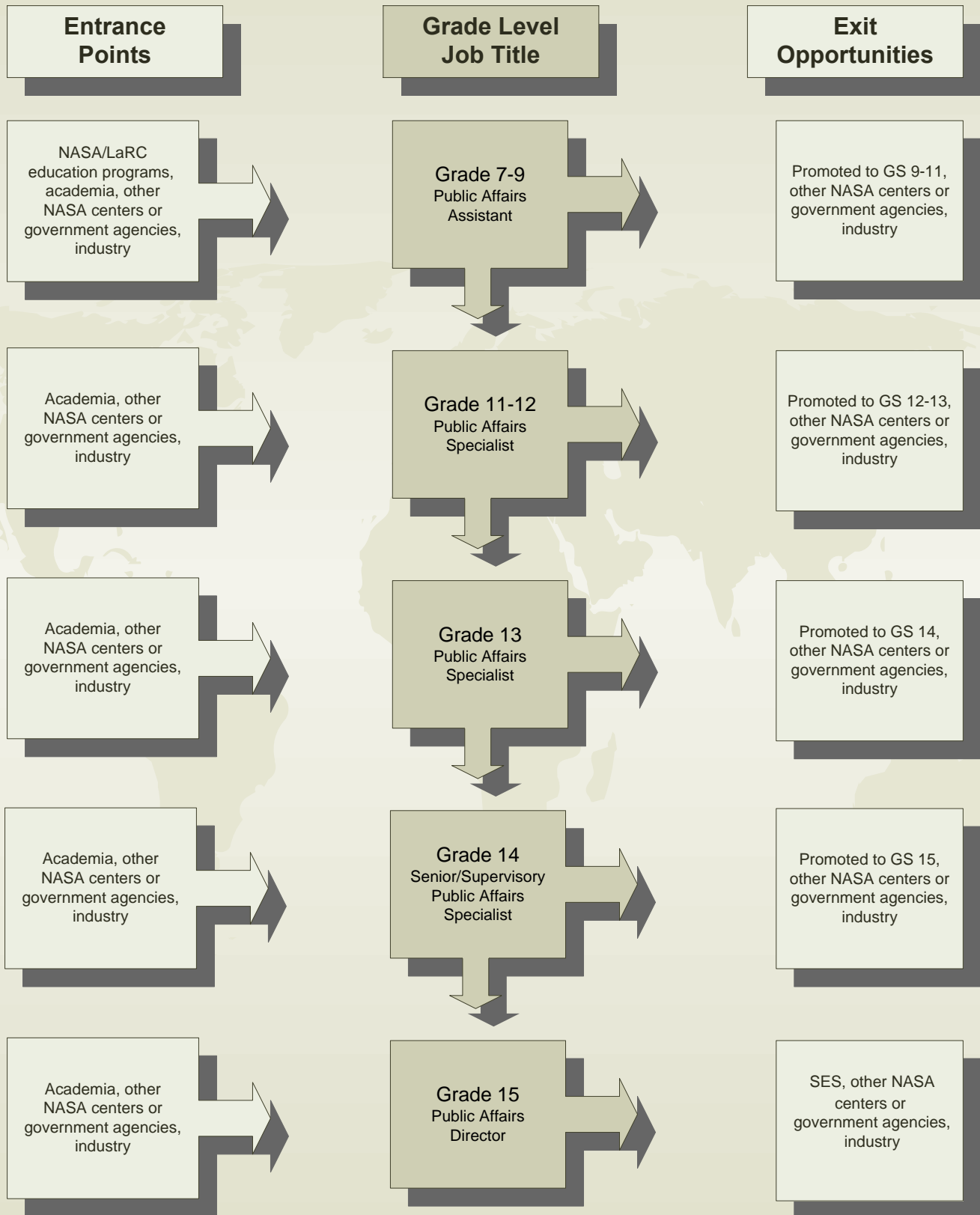
Grade 14

- BFA/BS degree in AV Technology, Mass Communication, Media Production or similar field
- Graphic Design/Multi-Media/Video Production hardware and software
- Communications Material Review Process (Agency visual graphics standards and procedures)
- NIX, GRIN, and Langley Multimedia Library
- Agency Visual Standards Style Guide

- BFA degree in Communication Arts (Graphic Design emphasis)
- Communications Material Review Process (Agency visual graphics standards and procedures)
- Agency Visual Standards Style Guide
- Graphic Design/Animation software and hardware
- Internet technology and design standards
- Marketing methods and techniques

Career Path Progression

Occupational Series 1035 Public Affairs



<p style="text-align: center;">Criterion</p> <p style="text-align: center;">Occupational Series 1035 Public Affairs</p>					
Competency	GS 7-9	GS 11-12	GS 13	GS 14	GS 15
Communication	Demonstrates proficiency in oral and written communication through direct interaction with and developing documentation for internal and external individuals and groups (e.g., news releases, feature articles, personal appearances, exhibits, tours, publications).	Develops and delivers oral and written presentations to gain public support for Center/Agency programs; trains individuals (i.e., Center staff, retirees) on presentation development and delivery.	Designs comprehensive communication campaigns and leads teams that provide various products/initiatives to successfully implement the goals of the organization.	Evaluates the effectiveness of public affairs programs by analyzing feedback from the media, interested parties and the public; develops recommendations to improve communication programs.	Communicates orally and in writing to address concerns about the organization's function or performance to logically and effectively explain the value of organization activities; recommends alternate approaches to successfully implement the goals of the organization.
Technical Knowledge	Applies Center/Agency policies (e.g., public affairs, outreach, protocol, FOIA) to a variety of public affairs initiatives.	Applies and analyzes public affairs policies and employs strategies to implement Center and Agency communication goals.	Applies knowledge of public affairs policies to resolve divergent or conflicting feedback and to foster support of Center and Agency Programs.	Develops or revises public affairs policies, regulations and/or procedures to successfully implement the goals of the organization.	Approves or revises public affairs policies, regulations and/or procedures to successfully implement the goals of the organization.
Customer Service	Interacts with media, political, civic and public groups to foster interest in Agency/Center programs.	Establishes and maintains effective working relationships with media, political, civic and public groups to foster interest in Agency/Center programs.	Explains and advocates for Center/Agency programs; negotiates with internal and external individuals and groups to attain the goals of the organization.	Engages target groups who have opposing points of view to establish effective working relationships and foster understanding of Agency/Center programs.	Develops expansive professional networks with internal and external groups; identifies initiatives that impact the organization and affect the accomplishment of the goals of the organization.
Teamwork	Interacts with coworkers and fosters teamwork within the organization.	Understands and espouses the value of the team to facilitate and promote the goals of the organization.	Identifies opportunities for teamwork within the organization; selects appropriate staff to accomplish the goals of the organization.	Manages an office and/or leads a team by fostering open exchange of ideas to accomplish the goals of the organization; values diversity and is open to alternative points of view.	Participates in providing direction for the Center by emphasizing the shared goals of the Center; encourages Center-wide teamwork by involving other organizations in Public Affairs activities.
Organizational Knowledge	Understands the vision of the organization.	Understands the vision of the organization.	Develops programs that align with and promote the vision of the organization.	Creates a work environment that fosters the vision of the organization.	Develops and implements a vision for the organization; integrates the vision of the organization to accomplish the Agency/Center mission.
Resource Management	Understands resources needed to accomplish mission of the organization.	Recommends resources needed to accomplish mission of the organization.	Utilizes available resources to accomplish mission of the organization.	Allocates resources to accomplish the mission of the organization.	Obtains adequate resources to accomplish the mission of the organization or recommends additions/deletions to the program to match available resources.

Enrichment Activities

Occupational Series 1035 Public Affairs

	Communication	Leadership	Organizational Knowledge
Grade 7-9	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors Program - Langley Speakers Bureau - Bi-lingual fluency - Presentations (staff meetings, OUM) - Communication courses (e.g., Clear Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - Agency Communication Material Review - Consulting/Negotiation skills - Attend professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level team member - Professional Organization(s) membership (e.g., PRSA) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall/All Hands meetings - Center project/committee member - Open-Door (meetings with Center Director monthly) - "Inside NASA" website, @ LaRC - LMS - Langley Technical Library/e-Library - LIP - NASA online training modules - Center and Agency Strategic Plans
Grade 11-12	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors Program - Langley Speakers Bureau - Bi-lingual fluency - Presentations (staff meetings, Directorate, OUM, Center) - Communication courses (e.g., Clear Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - Agency Communication Material Review - Consulting/Negotiation skills - Attend professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level team member - Professional Organization(s) membership (e.g., PSRA) - Co-lead/lead Center/Civic teams - Agency leadership courses (e.g., MIP, MEP) - Inter-agency training - Community leadership opportunities (e.g., Peninsula Leadership Institute, CIVIC) - SEB member - COTR training - Mentor (e.g., colleague, LARSS/SHARP student) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall/All Hands meetings - Center project/committee member - Open-Door (meetings with Center Director monthly) - "Inside NASA" website, @ LaRC - LMS - Langley Technical Library/e-Library - LIP - NASA online training modules - Center and Agency Strategic Plans
Grade 13	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors Program - Langley Speakers Bureau - Bi-lingual fluency - Presentations (staff meetings, Directorate, OUM, Center) - Communication courses (e.g., Clear Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - Agency Communication Material Review - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level team member or lead - Professional Organization(s) membership (e.g., PSRA) - Co-lead/lead Center/Civic teams - OPM courses (e.g., Leadership Potential) - Agency Fellowship or leadership courses (e.g., MIP, MEP) - LDP - Inter-agency training, COTR training - Community leadership (e.g., CIVIC, City Council) - SEB member - Mentor (e.g., colleague, LARSS/SHARP student) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall/All Hands meetings - Center project/committee member or lead - Open-Door (meetings with Center Director monthly) - "Inside NASA" website, @ LaRC - LMS - Langley Technical Library/e-Library - Details to NASA centers, Headquarters or other government agencies - LIP - NASA online training modules - Center and Agency Strategic Plans
Grade 14	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors Program - Langley Speakers Bureau - Bi-lingual fluency - Presentations (staff meetings, OUM, Center, Agency) - Communication courses (e.g., Clear Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - Consulting/Negotiation skills - Attend and/or present at professional conferences - OPM Executive Communication Workshop 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level team member or lead - Professional Organization(s) membership (e.g., PRSA) - Co-lead/lead Center/Civic teams - OPM courses (e.g., Leadership Potential) - Agency Fellowship or leadership courses (e.g., MIP, MEP) - LDP, Professional Development Program, SES CDP - Inter-agency training, COTR training - Community leadership (e.g., City Council) - SEB member or chair - Mentor (e.g., colleague, LARSS/SHARP student) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall/All Hands meetings - Center project/committee member or lead - Open-door (meetings with Center director monthly) - "Inside NASA" website, @ LaRC - LMS - Langley Technical Library/e-Library - Details to NASA centers, Headquarters or other government agencies - LIP - NASA online training modules - Position Description Management/Performance Reviews - Center and Agency Strategic Plans
Grade 15	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors Program - Langley Speakers Bureau - Bi-lingual fluency - Presentations (Center, Agency) - Communication courses (e.g., Clear Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - Consulting/Negotiation skills - Attend and/or present at professional conferences - OPM Executive Communication Workshop 	<ul style="list-style-type: none"> - Negotiation skills - Agency level team lead - Professional Organization(s) membership (e.g., PRSA) - Co-lead/lead Center/Civic teams - OPM courses (e.g., Leadership Potential) - LDP, Professional Development Program, SES CDP - Mentor (e.g., colleague, LARSS/SHARP student) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall/All Hands meetings - Center project/committee lead - Open-Door (meetings with Center Director monthly) - "Inside NASA" website, @ LaRC - LMS - Langley Technical Library/e-Library - Details to NASA centers, Headquarters or other government agencies - LIP - NASA online training modules - Position Description Management/Performance Reviews - Center and Agency Strategic Plans

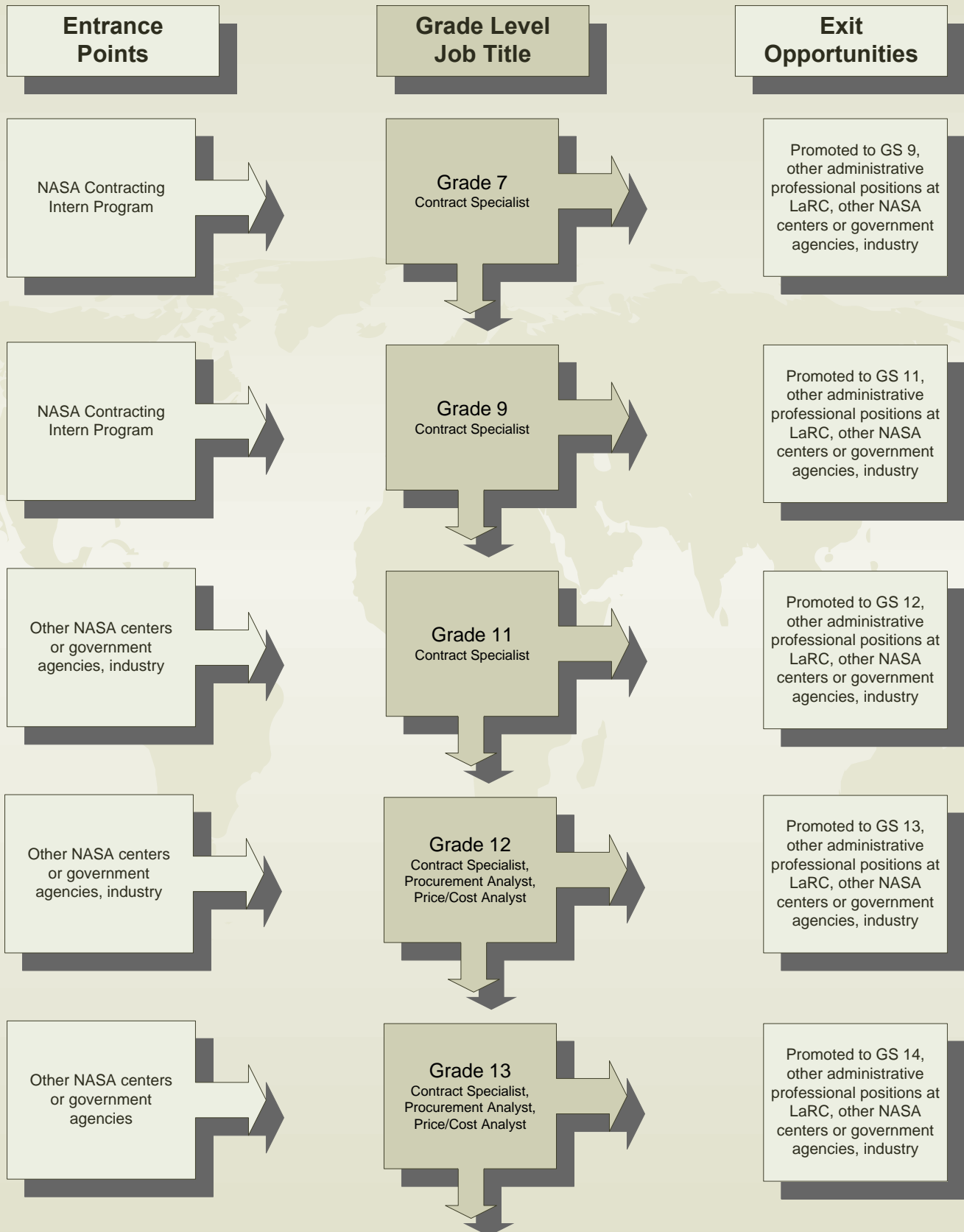
Enrichment Activities

Occupational Series 1035 Public Affairs

	Functional Knowledge	Customer Service
Grade 7-9	<ul style="list-style-type: none"> - Cross-functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management) - Agency Mission Directorates 	<ul style="list-style-type: none"> - Diversity training - Communication/Negotiation skills training - "Dealing with Difficult Individuals" course - Langley online training - Langley Multimedia Education Center (self-paced learning) - Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences) - Measure customer feedback - Evaluate focus group feedback
Grade 11-12	<ul style="list-style-type: none"> - Cross-functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management) - Agency Mission Directorates - Agency/Center organizational structure 	<ul style="list-style-type: none"> - Diversity training - Communication/Negotiation skills training - "Dealing with Difficult Individuals" course - Langley online training - Langley Multimedia Education Center (self-paced learning) - Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences) - Measure customer feedback - Evaluate focus group feedback
Grade 13	<ul style="list-style-type: none"> - Cross-functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management) - Agency Mission Directorates - Agency/Center organizational structure 	<ul style="list-style-type: none"> - Diversity training - Communication/Negotiation skills training - "Dealing with Difficult Individuals" course - Langley online training - Langley Multimedia Education Center (self-paced learning) - Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences) - Measure customer feedback - Evaluate focus group feedback - Analyze external services
Grade 14	<ul style="list-style-type: none"> - Cross-functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management) - Agency Mission Directorates - Agency/Center organizational structure 	<ul style="list-style-type: none"> - Diversity training - Communication/Negotiation skills training - "Dealing with Difficult Individuals" course - Langley online training - Langley Multimedia Education Center (self-paced learning) - Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences) - Measure customer feedback - Evaluate focus group feedback - Analyze external services
Grade 15	<ul style="list-style-type: none"> - Cross-functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management) - Agency Mission Directorates - Agency/Center organizational structure 	<ul style="list-style-type: none"> - Diversity training - Communication/Negotiation skills training - "Dealing with Difficult Individuals" course - Langley online training - Langley Multimedia Education Center (self-paced learning) - Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences) - Measure customer feedback - Evaluate focus group feedback - Analyze external services

Career Path Progression

Occupational Series 1102 Procurement



Career Path Progression

Occupational Series 1102 Procurement

Entrance Points

Other NASA centers or government agencies

Other NASA centers or government agencies

Grade Level Job Title

Grade 14
Contract Specialist, Procurement Analyst, Price/Cost Analyst, Supervisory Contract Specialist, Supervisory Procurement Analyst

Grade 15
Contract Specialist, Procurement Analyst, Price/Cost Analyst, Supervisory Contract Specialist, Supervisory Procurement Analyst

Exit Opportunities

Promoted to GS 15, other NASA centers or government agencies, industry

SES, other NASA centers or government agencies, industry

<p style="text-align: center;">Criterion</p> <p style="text-align: center;">Occupational Series 1102 Procurement</p>				
Competency	GS 7-9	GS 11-12	GS 13	GS 14-15
Working with Others	Works with Center customers to accomplish routine and recurring procurement tasks.	Provides sound advice and guidance to Center customers on procurement issues.	Works with Center customers and other NASA centers and Agencies to accomplish procurement goals; serves on inter- and intra-Agency teams; trains and mentors junior employees on procurement subjects and assignments.	Works with Center management, NASA Headquarters and other Agencies to handle complex, controversial, or high impact procurement issues; works as a cohesive team to manage the organization.
Accountability	Executes routine or recurring procurement assignments independently; seeks advice of Contracting Officer on non-routine or complex issues.	Executes procurement assignments independently; informs management of significant or complex procurement issues.	Translates mission or program objectives or Center goals into effective, complex, and innovative acquisition strategies; advocates strategies to NASA Headquarters.	Generates new procurement concepts with critical, broad, or long-range impact.
Technical Proficiency	Develops routine work products that are accurate and in compliance with established procurement regulations and procedures.	Develops accurate, complete, and sound work products that are in compliance with established procurement regulations and procedures.	Develops work products that properly address unique and complex contractual issues to meet procurement goals; develops work products that may serve as models for future acquisitions.	Recognized procurement expert; Implements proper quality control procedures to ensure that the organization's products reflect high quality.
Procurement Knowledge	Knowledgeable of basic procurement regulations, procedures, and underlying steps in procurement process.	Knowledgeable of procurement regulations and procedures at an in-depth level.	Mastery of procurement regulations, procedures, and business practices.	Establishes procurement policy and procedures for the organization; provides feedback to NASA Headquarters and other Agencies on pending or proposed procurement legislation, policy, or regulations.
Problem Solving	Solves routine and recurring procurement problems.	Analyzes multiple contracting issues, uses sound judgment to generate and evaluate alternative courses of action to solve a variety of contractual problems.	Anticipates procurement problems and implements effective prevention and/or solutions.	Solves unprecedented, complex, or high risk problems utilizing expert procurement knowledge and experience; ensures documentation and sharing of lessons learned and best practices throughout the organization.
Management/Leadership	Awareness of organization's goals and objectives.	Knowledgeable of organization's goals and objectives.	Provides input to management to develop the organization's goals and objectives.	Develops and implements the organization's goals and objectives; applies innovative solutions to make organizational improvements; encourages and recognizes creative thinking and innovation; designs and implements training and development strategies to achieve maximum potential of employees.

Enrichment Activities

Occupational Series 1102 Procurement

	Technical Proficiency	Management/Leadership	Self-Management
Grade 5-7	<ul style="list-style-type: none"> - CON 100, Shaping Smart Business Arrangements* - CON 110, Mission Support Planning* - CON 111, Mission Planning Execution* - CON 112, Mission Performance Assessment* - CON 120, Mission Focused Contracting* - 1 Elective – classroom or online training related to contracting, program/project management, budget, etc. - DAU courses - On-the-job training provided through mentoring 	<ul style="list-style-type: none"> - No enrichment activities identified for these grade levels 	<ul style="list-style-type: none"> - Classroom, online, and on-the-job training for computer proficiency, including SAP - NCMA activities
Grade 9-11-12	<ul style="list-style-type: none"> - CON 202, Intermediate Contracting* - CON 204, Intermediate Contract Pricing* - CON 210, Government Contract Law* - Appropriation Law - 2 Electives – classroom or online training related to contracting, program/project management, budget, etc.* - DAU courses - On-the-job training provided through mentoring 	<ul style="list-style-type: none"> - Graduate Business courses - Rotational opportunities between Office of Procurement branches - MIP, MEP 	<ul style="list-style-type: none"> - Classroom, online, and on-the-job training for computer proficiency, including SAP - NCMA activities - Time Management course - Stress Management course - Oral Communications/Listening course - Problem Solving and Decision Making courses
Grade 13	<ul style="list-style-type: none"> - CON 353, Advanced Business Solutions for Mission Support* - 2 Electives – classroom or online training related to contracting, program/project management, budget, etc.* - DAU courses 	<ul style="list-style-type: none"> - OPM courses - Serve as a mentor - MIP, MEP - LDP 	<ul style="list-style-type: none"> - Classroom, online, and on-the-job training for computer proficiency, including SAP - NCMA activities
Grade 14-15	<ul style="list-style-type: none"> - DAU courses 	<ul style="list-style-type: none"> - Langley Leadership Skills Development Program—APPLICABLE TO SUPERVISORS ONLY - MIP, MEP - Brookings courses - OPM courses - Fellowships - SES CDP 	<ul style="list-style-type: none"> - Classroom, online, and on-the-job training for computer proficiency, including SAP - NCMA activities

*These classes are required for the Federal Acquisition Certificate in Contracting Program for new hires and those requiring a new contracting officer warrant level.
 NOTE: OFPP Policy Letter 05-01 requires 80 hours of continuous learning every two years, beginning October 1, 2007 to maintain the Federal Acquisition Certificate.

Career Path Progression

Occupational Series 1410/1412 Library

Entrance Points

Co-op program,
academia, other
NASA centers or
government agencies,
industry

Academia, other
NASA centers or
government agencies,
industry

Academia, other
NASA centers or
government agencies,
industry

Academia, other
NASA centers or
government agencies,
industry

Academia, other
NASA centers or
government agencies,
industry

Grade Level Job Title

Grade 7-9
Librarian/Technical
Information
Specialist

Grade 11
Librarian/Technical
Information
Specialist

Grade 12
Librarian/Technical
Information
Specialist

Grade 13
Librarian/Technical
Information
Specialist

Grade 14
Supervisory
Librarian
(Branch Head,
Assistant OUM)

Exit Opportunities

Promoted to GS 9-11,
academia, other NASA
centers or government
agencies, industry

Promoted to GS 12,
academia, other NASA
centers or government
agencies, industry

Promoted to GS 13,
academia, other NASA
centers or government
agencies, industry

Promoted to GS 14
(manager/supervisor/
leader)—APPLICABLE
TO LIBRARIAN ONLY,
academia, other NASA
centers or government
agencies, industry

Academia, other NASA
centers or government
agencies, industry

<p style="text-align: center;">Criterion</p> <p style="text-align: center;">Occupational Series 1410 Librarian</p>				
Competency	GS 7-9 Library Specialists	GS 11 Librarian	GS 12-13 Librarian	GS 14 Supervisory Librarian
Technical Knowledge	Knowledgeable of standard methods, techniques, concepts, and principles of relevant specialty areas in librarianship (e.g., information management, classification, digitalization or taxonomy development).	Applies knowledge of standard methods, techniques, concepts, and principles of relevant specialty areas in librarianship (e.g., information management, classification, digitalization or taxonomy development).	Recognized expert in applying standard methods, techniques, concepts and principles of specialty areas of librarianship (e.g., information management, classification, digitalization or taxonomy development) to develop library services and products.	Serves as senior expert and consultant to Center management, Agency, government agencies and external customers to advise on application of standard methods, techniques, concepts and principles of librarianship to implement and/or integrate services and programs.
Information Management	Knowledgeable of library policies, procedures and information resources.	Applies knowledge of library policies, procedures and information resources address internal and external customer inquiries and provide overall customer service.	Recommends new library policies, procedures and information resources to provide library services Center-wide.	Assesses all library policies, procedures and information resources to provide library services Center-wide, Agency-wide and to external customers; ensures library policies, procedures and information resources are aligned with the mission and goals of the organization.
Knowledge Management	Knowledgeable of specialized components of library, information services and/or information management; interacts with clients to address inquiries.	Applies knowledge of specialized components of library, information services and/or information management; interacts with clients to address inquiries; serves as a Center resource regarding area of specialization.	Recognized expert in specialized components of library, information services and/or information management; interacts with clients to address specialized inquiries; serves as a resource for Center, Agency and other government organizations.	Manages overall aspects of library and information services; serves as senior expert and consultant to Center management, Agency, government agencies and external customers to advise on library and information services component.
Customer Service	Knowledgeable of customer service principles and reference/requirements interview techniques.	Applies knowledge of customer service principles and reference interview and requirements gathering techniques in providing library services specific to customer needs.	Recognized expert in providing customer service and conducting the reference interviews and requirements gathering techniques to provide specialized library services to customers; addresses complex customer service issues and concerns.	Develops and plans customer service strategies and approach for delivering library and information services; keeps abreast of customer service models throughout Agency, government agencies and external customers (e.g., benchmarking, surveys, professional associations).
Information Management	Knowledgeable of policies, programs, services and/or products in information services or information management.	Applies knowledge of policies, programs, services and/or products in delivering library services.	Develops policies, programs, services and/or products (e.g., Dspace, NASA Galaxie, Langley Form 31 System, knowledge management) for Center and Agency.	Assesses all policies, programs, products and services to ensure integration with existing and planned services in support of mission and goals; serves as consultant to organization management and Agency and government libraries to advise on developing and integrating policies, programs services and/or products.

Competency	GS 7-9 Library Specialists	GS 11 Librarian	GS 12-13 Librarian	GS 14 Supervisory Librarian
Teamwork	Works effectively through active participation in a team environment by making team contributions; promotes a productive working environment (e.g., listening to others, respecting the opinion of others, participating in group activities and group discussion).	Leads teams and works effectively in a team environment through team contributions; promotes a productive working environment (e.g., listening to others, respecting the opinion of others, participating in group activities and group discussion); participates actively in teams internal and external to Center.	Leads Center and Agency teams and works effectively in a team environment through team contributions; promotes a productive working environment (e.g., listening to others, respecting the opinion of others, participating in group activities and group discussion); leads teams internal and external to Center; serves as project manager.	Manages development and productivity of all teams and projects; assesses group alignment with mission and goals; works on Center-wide, Agency and inter-governmental teams.
Self-Management	Performs assigned work with supervisor guidance involving standard methods, techniques, concepts, and principles of relevant specialty areas in librarianship (e.g., information management, classification, digitalization or taxonomy development).	Independently performs assigned work involving the standard methods, techniques, concepts, and principles of relevant specialty areas in librarianship (e.g., information management, classification, digitalization or taxonomy development).	Develops Center-wide services and products involving standard methods, techniques, concepts, and principles of relevant specialty areas in librarianship (e.g., Dspace, Metadata crosswalks, Corearo, RefWorks, MetaLib).	Manages the development of Center-wide and Agency services and products involving standard methods, techniques, concepts, and principles of relevant specialty areas in librarianship (e.g., Dspace, Metadata crosswalks, Corearo, RefWorks, MetaLib).
Communication	Communicates, orally and in writing, an understanding of basic library and information service concepts and ideas, (e.g., through conducting an interactive dialog with users via face-to-face meetings or telephone, other written means, or virtual means).	Communicates, orally and in writing, an understanding of complex library and information service concepts and ideas (e.g., through virtual means such as WebEx or other virtual collaboration tools).	Communicates, orally and in writing, an understanding of complex library and information service concepts and interrelated capabilities and their application across the Center, Agency, government organizations, and external organizations by actively participating on or leading teams (e.g., FLICC, NRLA, CIO Council, contracting partners).	Communicates, orally and in writing, an understanding of complex library and information service concepts and interrelated capabilities and their application across the Center, Agency, government organizations and external organizations by actively participating on or leading teams (e.g., FLICC, NRLA, CIO Council, contracting partners); oversees communication across the organization to ensure alignment with the mission and goals of the organization.
Innovation	Knowledgeable of new or enhanced approaches to delivering library services.	Evaluates existing approaches and recommends adoption of new or enhanced approaches to delivering library services.	Evaluates existing and recommends adoption of new or enhanced approaches to delivering library services; leads the implementation and marketing of new services.	Approves new or enhanced approaches to delivering library services; leads the implementation and marketing of new services.
Problem Solving	Identifies and informs management of issues of a procedural nature.	Identifies and resolves routine issues of a procedural and tactical nature; informs management of complex issues of a procedural and tactical nature and recommends solutions.	Identifies and resolves issues of a strategic nature affecting the branch/organization/Center; informs management of complex issues of a strategic nature and recommends solutions; assists other staff in resolving complex issues of a procedural and tactical nature.	Determines and examines the outcomes of issues that have been addressed; ensures that issues are resolved in a manner that is in alignment with the mission and goals of the organization; informs the OUM of issues that impact the mission and goals of the Center and Agency.

Competency	GS 7-9 Library Specialists	GS 11 Librarian	GS 12-13 Librarian	GS 14 Supervisory Librarian
Organizational Knowledge	Keeps abreast of branch and directorate activities and directions by regularly attending Branch and organizational meetings.	Keeps abreast of branch and directorate activities and directions by regularly attending and actively participating branch and directorate meetings; recommends topics for discussion at weekly Branch meetings; keeps co-workers abreast of ongoing activities.	Keeps abreast of branch and directorate activities and directions by regularly attending and actively participating branch and directorate meetings; recommends topics for discussion and leads those discussions at weekly Branch meetings; keeps co-workers abreast of ongoing activities.	Serves as official representative at organization meetings; speaks for the branch and keeps the directorate informed of Branch activities.
Collection Management	Knowledgeable of collection scope of library (i.e., collection development plans).	Applies knowledge of collection scope of library and makes recommendations about collection development.	Plans and develops major components of collections (e.g., database resources, serials, reference sources).	Manages the overall collection development strategy in order to achieve the mission and goals of the organization.
Contracting	Knowledgeable of contracting procedures that support library services.	Assists in contract surveillance by submitting recommendations for improving contract performance and preparing reports on metrics and contractor performance.	Serves as technical monitor for contract tasks related to library services (i.e., monitors budget and schedules); develops contract statements of work; knowledgeable of contract vehicles to achieve mission and goals of the Center.	Manages overall contract performance, budgets and schedules to achieve the mission and goals of the organization.
Continual Learning	Pursues education, training, feedback, or other opportunities for learning and development.	Maintains up-to-date knowledge in specialization through reading and contact with internal and external experts; anticipates emerging issues and challenges and takes steps to learn about them; gains access to and takes advantage of formal training.	Uses multiple approaches when learning new things (e.g., self-paced learning, conferences, seminars); identifies own strengths and weaknesses and takes steps to develop knowledge or surround self with experts in areas of relative weakness.	Creates a work environment in which employees are encouraged to keep abreast of emerging issues and are given information and tools to do so; asks stakeholders to brief him/her on new developments, issues and concerns, as well as provide feedback on how new policies and procedures will impact them.

Criterion

Occupational Series 1412 Technical Information Specialist

Competency	GS 7 Technical Information Specialist	GS 9-11 Technical Information Specialist	GS 12-13 Senior Technical Information Specialist
Technical Knowledge	Knowledgeable of standard methods, techniques, concepts, and principles of chemistry, physics, engineering, computer science, information management or other designated areas of specialization.	Applies knowledge of standard methods, techniques, concepts, and principles of chemistry, physics, engineering, computer science, information management or other designated areas of specialization through interactions with clients to address specialized inquiries.	Recognized expert in standard methods, techniques, concepts, and principles of specialized components of chemistry, physics, engineering, computer science, information management or other designated areas of specialization; interacts with clients to address specialized inquiries; serves as a resource for coworkers and organization regarding area of expertise; develops taxonomies, uses tools, (e.g., data mining and web analysis tools) to analyze information; provides guidance to vendors, contractors, and library management regarding ISO standards and related library standards.
Self-Management	Performs assigned work with supervisor guidance involving the categorization, summarization, or location of scientific, technical or other specialized information.	Independently performs assigned work involving the categorization, summarization, or location of scientific, technical or other specialized information.	Applies categorization, summarization, and location of scientific, technical, or other specialized information to develop Center-wide services and products (i.e., electronic center request systems, document repositories).
Communication	Communicates, orally and in writing, an understanding of basic library and information service concepts and ideas (e.g., conducting an interactive dialog with users via face-to-face meetings or telephone or other written means or through virtual means).	Communicates, orally and in writing, an understanding of complex library and information service concepts and ideas (e.g., conducting an interactive dialog with customers via face-to-face meetings or telephone or through email or other written means or through virtual means such as WebEx or other virtual collaboration tools).	Communicates, orally and in writing, an understanding of complex library and information service concepts and interrelated capabilities and their application Center-wide.
Teamwork	Works effectively through active participation in a team environment by making team contributions and promoting a productive working environment (e.g., listening to others, respecting the opinion of others, participating in group activities and group discussion).	Participates as team member on internal and external teams and works effectively in a team environment by making team contributions and promoting a productive working environment (e.g., listening to others, respecting the opinion of others, participating in group activities and group discussion); participates actively in teams internal and external to the Center.	Leads teams and works effectively in a team environment by making team contributions and promoting a productive working environment (e.g., listening to others, respecting the opinion of others, participating in group activities and group discussion); leads teams internal and external to the Center.
Organizational Knowledge	Keeps abreast of Branch and Directorate activities and directions by regularly attending Branch and organizational meetings.	Keeps abreast of Branch and Directorate activities and directions by regularly attending and actively participating Branch and Directorate meetings; recommends topics for discussion at weekly branch meetings; keeps co-workers abreast of ongoing activities.	Keeps abreast of Branch and Directorate activities and directions by regularly attending and actively participating Branch and Directorate meetings; recommends topics for discussion and leads those discussions at weekly branch meetings; keeps co-workers abreast of ongoing activities.

Competency	GS 7 Technical Information Specialist	GS 9-11 Technical Information Specialist	GS 12-13 Senior Technical Information Specialist
Problem Solving	Identifies and informs management of issues of a procedural nature.	Identifies and resolves routine issues of a procedural and tactical nature; informs management of complex issues of a procedural and tactical nature and recommends solutions.	Identifies and resolves issues of a strategic nature affecting the branch/organization/Center; informs management of complex issues of a strategic nature and recommends solutions; assists other staff in resolving complex issues of a procedural and tactical nature.
Contracting	Knowledgeable of contracting procedures that support library services.	Assists in contract surveillance by submitting recommendations for improving contract performance and preparing reports on metrics and contractor performance.	Serves as technical monitor for contract tasks related to library services (i.e., monitors budget and schedules); develops contract statements of work; knowledgeable of contract vehicles to achieve mission and goals of the Center.
Collection Management	Knowledgeable of collection scope of library (i.e., collection development plans).	Applies knowledge of collection scope of library and make recommendations about collection development.	Plans and develops subject scope component of collections.
Continual Learning	Pursues education, training, feedback, or other opportunities for learning and development.	Maintains up-to-date knowledge in specialization through reading and contact with internal and external experts; anticipates emerging issues and challenges and takes steps to learn about them; gains access to and takes advantage of formal training.	Uses multiple approaches when learning new things (e.g., self-paced learning, conferences, seminars); identifies own strengths and weaknesses and takes steps to develop knowledge or surround self with experts in areas of relative weakness.

Enrichment Activities

Occupational Series 1410/1412 Library

	Communication	Leadership	Organizational Knowledge
Grade 7	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership (e.g., ALA, SLA, AIAA, ASIST) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - IEMP - LMS - APPEL courses - @ LaRC
Grade 9-11	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM, Center) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership (e.g., ALA, SLA, AIAA, ASIST) - Co-lead/lead teams - Inter-agency training (e.g., DOJ, DEOMI) 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - IEMP - LMS - APPEL courses - @ LaRC - Participate in Center-wide projects or committees
Grade 12-13	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM, Center, Agency) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership (e.g., ALA, SLA, AIAA, ASIST) - Co-lead/lead teams - LDP--APPLICABLE TO GRADE LEVEL 13 ONLY - Inter-agency training (e.g., DOJ, LoC) - OPM courses (e.g., Leadership Potential, Conflict Resolution) - NASA sponsored leadership courses (e.g., MIP, MEP) - Agency Fellowships - Center and Agency Strategic Plans - Participation in Federal consortia - Co-lead/lead inter-agency work/task groups 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - IEMP - LMS - APPEL courses - @ LaRC - Participate in Center-wide projects or committees - Details to NASA centers or Headquarters
Grade 14	<ul style="list-style-type: none"> - Toastmasters - Langley Ambassadors - Speakers Bureau - Presentations (staff meetings, OUM, Center, Agency) - Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing) - Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print) - CMR - Development of technical report writing - Consulting/Negotiation skills - Attend and/or present at professional conferences 	<ul style="list-style-type: none"> - Negotiation skills - Special assignments (rotations, details, acting) - Agency level teams - Professional Organization(s) membership (e.g., ALA, SLA, AIAA, ASIST) - Co-lead/lead teams - LDP - Inter-agency training (e.g., DOJ, LoC) - OPM courses (e.g., Leadership Potential, Conflict Resolution) - NASA sponsored leadership courses (e.g., MIP, MEP) - Agency Fellowships - Center and Agency Strategic Plans - SEB (committee chair) - SES CDP 	<ul style="list-style-type: none"> - New Employee Orientation Program (tour, online, classroom) - Town Hall meetings - Open-Door (meetings with Center Director monthly) - "Inside NASA" website - IEMP - LMS - APPEL courses - @ LaRC - Participate in Center-wide projects or committees - Details to NASA centers or Headquarters

Enrichment Activities

Occupational Series 1410/1412 Library

Technical Knowledge

Customer Service

Grade 7

- One year graduate study in Library Science or subject specialty
- FLICC/FEDLINK or similar training in library skill areas
- Orientation of technical library collections and services
- Related vendor training on information sources

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

Grade 9-11

- GS 9
- Masters degree in Library Science or subject specialty
 - FLICC/FEDLINK or similar training in library skill areas
 - Related vendor training on information sources
- GS 11
- Training in standard methods, techniques, concepts and principles of one or more specialty areas in librarianship or designated subject areas

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

Grade 12-13

- FLICC/FEDLINK or similar training in advanced library topics
- Training in associated fields of project management, information technology, content management, contract management, etc.
- Additional advanced degree in a related subject area

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

Grade 14

- Participate in Center-wide projects or committees
- Training in strategic planning, government regulations, contract management, and other executive level courses
- Seminars in future trends in libraries and related information fields

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

Career Path Progression

Occupational Series 1700 Education

Entrance Points

Co-op program, other organizations at LaRC, academia, other NASA centers or government agencies, industry

Other organizations at LaRC, academia, other NASA centers or government agencies, industry

Other organizations at LaRC, academia, other NASA centers or government agencies, industry

Other organizations at LaRC, academia, other NASA centers or government agencies, industry

Other organizations at LaRC, academia, other NASA centers or government agencies, industry

Grade Level Job Title

Grade 7
Education Technician

Grade 9
Education Specialist

Grade 11
Education Specialist

Grade 12
Education Specialist

Grade 13
Education Specialist
(Team Lead)

Exit Opportunities

Promoted to GS 9, other organizations at LaRC, academia, other NASA centers or government agencies, industry

Promoted to GS 11, other organizations at LaRC, academia, other NASA centers or government agencies, industry

Promoted to GS 12, other organizations at LaRC, academia, other NASA centers or government agencies, industry

Promoted to GS 13, other organizations at LaRC, academia, other NASA centers or government agencies, industry

Promoted to GS 14, other organizations at LaRC, academia, other NASA centers or government agencies, industry

Career Path Progression

Occupational Series 1700 Education

Entrance Points

Other organizations at
LaRC, academia,
other NASA centers or
government agencies,
industry

Other organizations at
LaRC, academia,
other NASA centers or
government agencies,
industry

Grade Level Job Title

Grade 14
Education Specialist
(Supervisor)

Grade 15
Education Manager
(Supervisor),
SES

Exit Opportunities

Promoted to GS 15,
other organizations at
LaRC, academia, other
NASA centers or
government agencies,
industry

SES, other
organizations at LaRC,
academia, other NASA
centers or government
agencies, industry

Criterion

Occupational Series 1700 Education

Competency	GS 7-9	GS 11-12	GS 13	GS 14-15
Communication	Communicates effectively both orally and in writing with staff, educators, faculty, and students.	Conducts briefings for small and large groups consisting of staff, educators, faculty, students, etc., on educational materials used in educator and student-learning activities.	Communicates effectively both orally and written with educators, faculty, and others to develop educational programs for domestic and foreign audiences; create new programs using people- and tech-based projects; provide educational products and services utilizing the internet and evolving technologies to convey NASA's mission.	Addresses the Office of Education's needs, functions, or performances by efficiently and effectively conveying orally and in writing the importance of activities as well as offering recommendations to successfully achieve the organization's goals.
NASA Policy and Research	Knowledgeable of Office of Education and NASA administrative procedures, management instructions, and regulations.	Utilizes knowledge of Office of Education and NASA administrative procedures, management instructions, and regulations to interact with management and the public to determine the priority of education support.	Utilizes knowledge of the Office of Education and NASA administrative procedures, management instructions, and regulations to update the supervisor of progress and potentially controversial matters of far-reaching implications periodically.	Utilizes knowledge of Office of Education and NASA to execute Agency and local policy by implementing administrative procedures and management instructions, regulations, and education programs to accomplish the Center and the Agency goals.
Computer Skills	Applies knowledge of computers and computer applications (e.g., Microsoft Office™, Eudora™, internet) to perform and complete administrative duties in Office of Education.	Utilizes computer applications related to the Office of Education (e.g., inputting information into education database), assists in the oversight and coordination of computer learning technologies.	Utilizes information technologies to create educational, instructional, documentary, motivational, and informational products for inclusion in NASA general education and distance learning programs.	Analyzes trends and policies related to educational technology and identifies educational technology issues and applies professional judgment in determining the most effective resources that Office of Education can produce for educators and students.

Competency	GS 7-9	GS 11-12	GS 13	GS 14-15
Professional Development	Gathers and prepares educational materials (e.g., brochures, pamphlets) for education conferences and activities.	Attends and provides presentations (e.g., hands-on demonstrations, guest speaking) at national and international education conferences and activities to inform educators, faculty, students, etc. about NASA's education materials for use in educator and student-learning activities.	Represents NASA by serving as a guest speaker, moderator, etc. and presenting at education-related top-level national and international conferences and activities.	Advises NASA decision makers by applying principles that he/she learned by attending or presenting at national and international conferences and activities.
Partnerships	Identifies and lists the names of educational alliances and partners with whom NASA and Office of Education collaborates.	Develops and implements education materials for use in educator and student-learning activities through collaboration with partners and members of alliances.	Builds, supports, and enhances education initiatives in the five-state region (KY, NC, VA, SC, WV) through collaboration with alliances and partnerships with mission directorates, government agencies, academia, informal education institutions, professional organizations, industry, etc.	Originates, plans, and carries out activities to build mutually beneficial relationships in areas of science and technology with Langley's five-state region as well as with the National Institute of Aeronautics.
Information Management	Gathers and forwards Center and Agency action items/requests involving LaRC's educational programs to the appropriate person and staff.	Works closely with the Education Program Managers to ensure that all Center and Agency action items/requests are processed in a timely manner and in accordance with LaRC's educational programs.	Manages Office of Education staff in preparation of all Center and Agency action items/requests involving educational programs and activities, prior to forwarding them to the Head of Office of Education.	Responds to Center and Agency action items/requests involving LaRC's educational programs.

Enrichment Activities

Occupational Series 1700 Education

Communication

NASA Policy and Research

Computer Skills

Grade 7-9

- Toastmasters
- Langley Ambassadors
- Speakers Bureau
- Presentations at staff meetings
- Communication courses
- Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print)
- Communications Management Review Process Development of journal writing skills/peer review
- Consulting/Negotiation skills
- Bilingual skills
- Use general office equipment
- Communication skills training
- "Dealing with Difficult Individuals" course
- Proper etiquette (e-mail, teleconferences, schedule and conduct meetings, videoconferences)

- NASA IEMP
- LMS
- LIP
- Strategic Plan
- Technical Library/e-Library (e.g., journal findings, white paper)
- SLCR
- Agency/Center organizational structures
- Cross functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management)

- General office equipment communications and computer skills
- PC/MAC/LINUX computer platforms

Grade 11-12

- Toastmasters
- Langley Ambassadors
- Speakers Bureau
- Presentations at staff meetings
- Communication courses
- Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print)
- Communications Management Review Process Development of journal writing skills/peer review
- Consulting/Negotiation skills
- Bilingual skills
- Use general office equipment
- Communication skills training
- "Dealing with Difficult Individuals" course
- Proper etiquette (e-mail, teleconferences, schedule and conduct meetings, videoconferences)

- NASA IEMP
- LMS
- LIP
- Strategic Plan
- Technical Library/e-Library (e.g., journal findings, white paper)
- SLCR
- Agency/Center organizational structures
- Cross functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management)

- General office equipment communications and computer skills
- PC/MAC/LINUX computer platforms

Grade 13

- Toastmasters
- Langley Ambassadors
- Speakers Bureau
- Presentations at staff meetings
- Communication courses
- Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print)
- Communications Management Review Process Development of journal writing skills/peer review
- Consulting/Negotiation skills
- Bilingual skills
- Use general office equipment
- Communication skills training
- "Dealing with Difficult Individuals" course
- Proper etiquette (e-mail, teleconferences, schedule and conduct meetings, videoconferences)

- NASA IEMP
- LMS
- LIP
- Strategic Plan
- Technical Library/e-Library (e.g., journal findings, white paper)
- SLCR
- Agency/Center organizational structures
- Cross functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management)
- NASA Procedural Requirements 7120.5c

- General office equipment communications and computer skills
- PC/MAC/LINUX computer platforms

Grade 14-15

- Toastmasters
- Langley Ambassadors
- Speakers Bureau
- Presentations at staff meetings
- Communication courses
- Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print)
- Communications Management Review Process Development of journal writing skills/peer review
- Consulting/Negotiation skills
- Bilingual skills
- Use general office equipment
- Communication skills training
- "Dealing with Difficult Individuals" course
- Proper etiquette (e-mail, teleconferences, schedule and conduct meetings, videoconferences)

- NASA IEMP
- LMS
- LIP
- Strategic Plan
- Technical Library/e-Library (e.g., journal findings, white paper)
- SLCR
- Agency/Center organizational structures
- Cross functional knowledge (i.e., procurement, budgeting, safety, EEO, HR, finance, IT, CMR, knowledge management)
- NASA Procedural Requirements 7120.5c

- General office equipment communications and computer skills
- PC/MAC/LINUX computer platforms

Enrichment Activities

Occupational Series 1700 Education

Educational Knowledge

Teamwork

Vision and Values

Grade 7-9

- Proposal Writing course
- NASA Online Training Modules
- NASA IDP
- Langley online training
- Langley Multimedia Education Center courses
- NEEIS (online educational evaluation tool)
- Self-paced learning

- Negotiation skills courses
- Teambuilding courses
- Special assignments (rotations, details, acting)
- "Dealing with Difficult Individuals" course

- New Employee Orientation Program (online, tour, classroom)
- Town Hall meetings
- Strategic Plan
- @ LaRC/Researcher News

Grade 11-12

- Proposal Writing courses
- Inter-agency training
- NASA/Wallops Human Element course
- Non-Technical Project Management training
- Detail to NASA centers and Headquarters
- NASA online training modules
- NASA IDP
- Langley online training
- Langley Multimedia Education Center courses
- NEEIS (online educational evaluation tool)
- Self-paced learning
- Conduct focus groups
- Peninsula Leadership Institute leadership sessions

- Negotiation skills courses
- Teambuilding courses
- Special assignments (rotations, details, acting)
- Co-lead/lead NASA teams
- Participate in Center-wide projects or committees
- "Dealing with Difficult Individuals" course

- New Employee Orientation Program (online, tour, classroom)
- Town Hall meetings
- Strategic Plan
- @ LaRC/Researcher News

Grade 13

- Proposal Writing courses
- Inter-agency training
- NASA/Wallops Human Element course
- Non-Technical Project Management training
- Detail to NASA centers and Headquarters
- NASA sponsored leadership courses (e.g., MIP, MEP)
- LDP
- Inter-agency Personnel Agreement
- NASA online training modules
- NASA IDP
- Langley online training
- Langley Multimedia Education Center courses
- NEEIS (online educational evaluation tool)
- Self-paced learning
- Conduct focus groups
- Peninsula Leadership Institute leadership sessions

- Negotiation skills courses
- Teambuilding courses
- Special assignments (rotations, details, acting)
- Co-lead/lead NASA teams
- Participate in Center-wide projects or committees
- "Dealing with Difficult Individuals" course

- New Employee Orientation Program (online, tour, classroom)
- Town Hall meetings
- Strategic Plan
- @ LaRC/Researcher News

Grade 14-15

- Proposal Writing courses
- Inter-agency training
- NASA/Wallops Human Element course
- Non-Technical Project Management training
- Detail to NASA centers and Headquarters
- NASA sponsored leadership courses (e.g., MIP, MEP)
- LDP
- Inter-agency Personnel Agreement
- NASA online training modules
- NASA IDP
- Langley online training
- Langley Multimedia Education Center courses
- NEEIS (online educational evaluation tool)
- Self-paced learning
- Conduct focus groups
- Peninsula Leadership Institute leadership sessions
- SES CDP

- Negotiation skills courses
- Teambuilding courses
- Special assignments (rotations, details, acting)
- Co-lead/lead NASA teams
- Participate in Center-wide projects or committees
- "Dealing with Difficult Individuals" course

- New Employee Orientation Program (online, tour, classroom)
- Town Hall meetings
- Strategic Plan
- @ LaRC/Researcher News
- Conduct employee evaluation/performance reviews

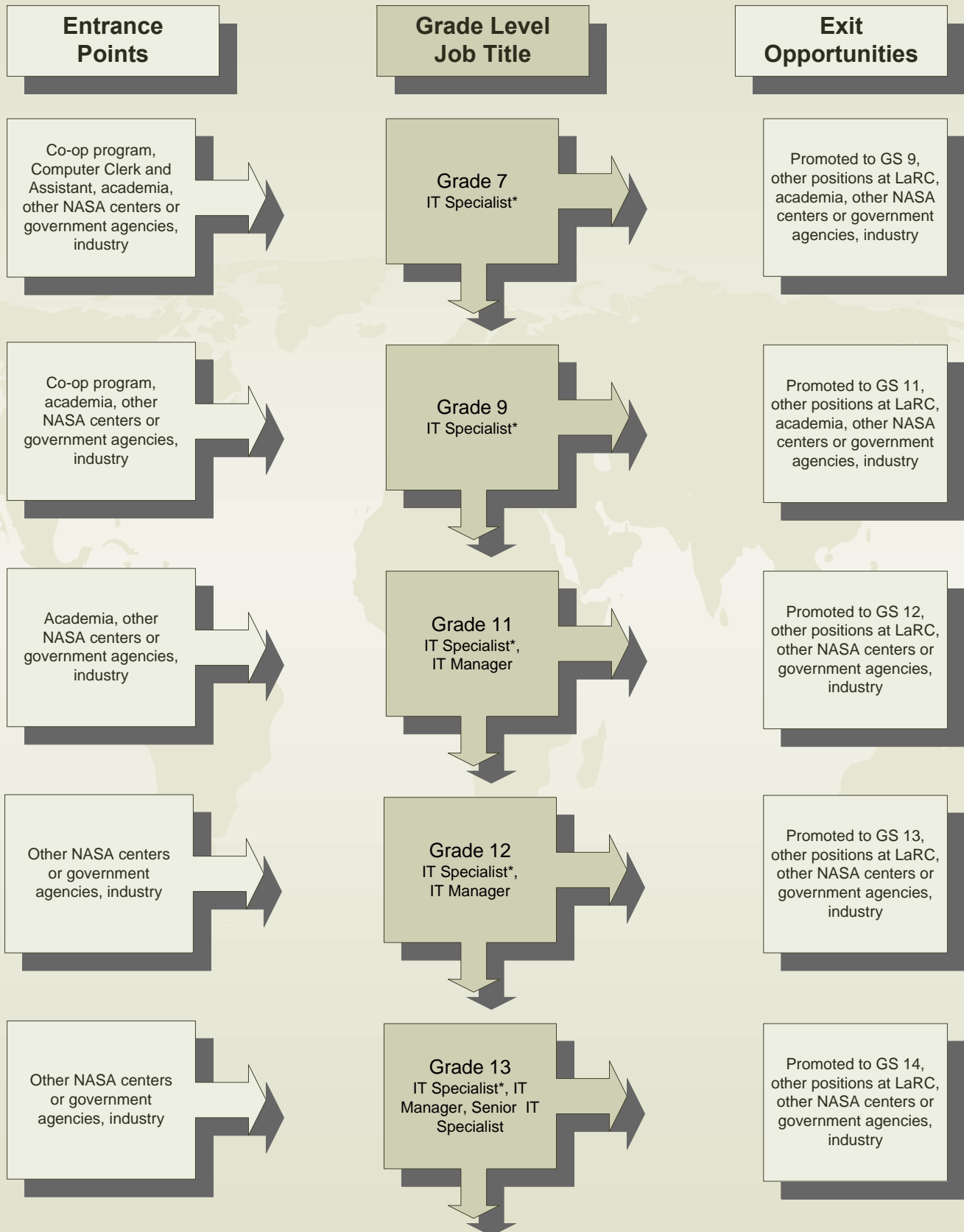
Enrichment Activities

Occupational Series 1700 Education

	Professional Development	Partnering	Information Management
Grade 7-9	<ul style="list-style-type: none"> - Toastmasters - Attend professional conferences - OPM conferences (e.g., Leadership Potential, Conflict Resolution) - Professional Organization(s) conferences (e.g., NSTA, NCTM, FEW, NSBE, PEC, AIAA) 	<ul style="list-style-type: none"> - Professional Organization(s) membership (e.g., NSTA, NCTM, FEW, ASEE, NSBE, PEC, AIAA) 	<ul style="list-style-type: none"> - Presentations to OUM
Grade 11-12	<ul style="list-style-type: none"> - Toastmasters - Attend professional conferences - OPM conferences (e.g., Leadership Potential, Conflict Resolution) - Professional Organization(s) Conferences (e.g., NSTA, NCTM, FEW, NSBE, PEC, AIAA) 	<ul style="list-style-type: none"> - Professional Organization(s) membership (e.g., NSTA, NCTM, FEW, ASEE, NSBE, PEC, AIAA) 	<ul style="list-style-type: none"> - Presentations to Directorate Office - Presentations to OUM - Presentations to Center/Center Director - Detail to NASA centers and Headquarters - SEB (attendance and participation/committee chair)
Grade 13	<ul style="list-style-type: none"> - Toastmasters - Attend and or present at professional conferences - OPM conferences (e.g., Leadership Potential, Conflict Resolution) - CIVIC conferences - Professional Organization(s) Conferences (e.g., NSTA, NCTM, FEW, NSBE, PEC, AIAA) 	<ul style="list-style-type: none"> - Professional Organization(s) membership (e.g., NSTA, NCTM, FEW, ASEE, NSBE, PEC, AIAA) 	<ul style="list-style-type: none"> - Presentations to Directorate Office - Presentations to OUM - Presentations to Center/Center Director - Presentations to Agency/Administrator - OPM Executive Communications Workshop - Detail to NASA centers and Headquarters - SEB (attendance and participation/committee chair)
Grade 14-15	<ul style="list-style-type: none"> - Toastmasters - Attend and or present at professional conferences - OPM conferences (e.g., Leadership Potential, Conflict Resolution) - CIVIC conferences - Professional Organization(s) Conferences (e.g., NSTA, NCTM, FEW, NSBE, PEC, AIAA) 	<ul style="list-style-type: none"> - Professional Organization(s) membership (e.g., NSTA, NCTM, FEW, ASEE, NSBE, PEC, AIAA) 	<ul style="list-style-type: none"> - Presentations to Directorate Office - Presentations to OUM - Presentations to Center/Center Director - Presentations to Agency/Administrator - OPM Executive Communications Workshop - Detail to NASA centers and Headquarters - SEB (attendance and participation/committee chair)

Career Path Progression

Occupational Series 2210 Information Technology (IT)



*Policy and Planning, Systems Analysis, Security, Applications Software, Network Services, Operating Systems, Data Management, Internet System Administration, Customer Support.

Career Path Progression

Occupational Series 2210 Information Technology (IT)

Entrance Points

Other NASA centers
or government
agencies, industry

Other NASA centers
or government
agencies, industry

Grade Level Job Title

Grade 14
IT Specialist*, IT Project
Manager, Senior IT
Specialist, Supervisory
IT Specialist, Program
Management

Grade 15
IT Specialist*, IT Project
Manager, Senior IT
Specialist, Supervisory
IT Specialist, Program
Management, Chief /
Deputy Chief
Information Officer

Exit Opportunities

Promoted to GS 15,
other NASA centers or
government agencies,
industry

SES, other NASA
centers or government
agencies, industry

*Policy and Planning, Systems Analysis, Security, Applications Software, Network Services, Operating Systems, Data Management, Internet, System Administration, Customer Support.

<p style="text-align: center;">Criterion</p> <p style="text-align: center;">Occupational Series 2210 Information Technology (IT)</p>				
Competency	GS 7-9	GS 11-13	GS 14	GS 15
Technical Knowledge: IT Principles	Knowledgeable of IT principles, methods, and practices; knowledgeable of IT systems development life cycle management concepts.	Provides advice and guidance to customers on a variety of complex IT issues; interprets IT policies, standards, and guidelines.	Provides expert technical advice, guidance, and recommendations to management and technical specialists on critical IT issues.	Develops new theories, concepts, principles, standards, and methods for IT Specialists.
Technical Knowledge: Policies and Procedures	Knowledgeable of policies, procedures, and strategies governing the planning and delivery of services throughout the Agency.	Develops and interprets policies, procedures, and strategies governing the planning and delivery of services throughout the Agency.	Makes decisions or recommendations that significantly influence Agency policies, procedures, and strategies governing the planning and delivery of services throughout the Agency.	Advises IT experts across Agencies on a variety of issues by applying or adapting new policies, procedures, and strategies governing the planning and delivery of services throughout the Agency.
Technical Knowledge: Area of Expertise	Knowledgeable of technical area of expertise (e.g., networking, IT security).	Applies knowledge technical area of expertise (e.g., networking, IT security).	Serves as Center technical expert in area of expertise (e.g., networking, IT security).	Serves as advisor to IT experts across Agencies in area of expertise (e.g., networking, IT security).
Customer Service	Works with both internal and external customers in assessing their needs and priorities.	Develops customer requirements that apply to the design, development, implementation, management, and support of systems and networks.	Designs, develops and manages systems that meet current and future business requirements for both internal and external customers.	Serves as senior expert and consultant to Senior Agency Management officials and external customers to advise on integrating IT programs with other programs of equivalent scope and complexity.
Teamwork	Works effectively through active participation in a team environment by making team contributions; promotes a productive working environment (e.g., listening to others, respecting the opinions of others, participating in group activities and group discussion).	Leads teams and works effectively in a team environment through team contributions; promotes a productive working environment (e.g., listening to others, respecting the opinions of others, participating in group activities and group discussion); participates actively in teams internal and external to Center.	Leads Center and Agency teams and works effectively in a team environment through team contributions; promotes a productive working environment (e.g., listening to others, respecting the opinions of others, participating in group activities and group discussion); leads teams internal and external to Center; serves as project manager.	Manages development and productivity of all teams and projects; assesses group alignment with mission and goals; works on Center-wide, Agency and inter-governmental teams.
Communication	Communicates, orally and in writing, an understanding of basic information technology concepts and ideas, (e.g., through conducting an interactive dialog with users via face-to-face meetings, telephone, or other written means).	Communicates, orally and in writing, an understanding of complex information technology concepts and ideas and their application across the Center (e.g., through conducting an interactive dialog with users via face-to-face meetings, telephone, other written means, or virtual collaboration tools).	Communicates, orally and in writing, an understanding of complex information technology concepts and interrelated capabilities and their application across the Center, Agency, government organizations, and external organizations by actively participating on or leading teams.	Communicates, orally and in writing, an understanding of complex information technology concepts and interrelated capabilities and their application across the Center, Agency, government organizations and external organizations by actively participating on or leading teams; oversees communication across the organization to ensure alignment with mission and goals of the organization.
Problem Solving	Identifies and informs management of issues of a procedural nature.	Identifies and resolves routine issues of a tactical or strategic nature; informs management of complex issues and recommends solutions.	Identifies and resolves complex issues of a strategic nature affecting the Branch/Organization/Center; assists other staff in resolving complex issues of a tactical or strategic nature.	Determines and examines the outcomes of issues that have been addressed; ensures that issues are resolved in a manner that is in alignment with the mission and goals of the organization.

Enrichment Activities

Occupational Series 2210 Information Technology (IT)

Communication

Leadership

Organizational Knowledge

Grade 7-9

- Toastmasters
- Langley Ambassadors
- Speakers Bureau
- Presentations (staff meetings, OUM)
- Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing)
- Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print)
- CMR
- Development of technical report writing
- Consulting/Negotiation skills
- Attend professional conferences

- Negotiation skills
- Special assignments (rotations, details, acting)
- Agency level teams
- Professional Organization(s) membership

- New Employee Orientation Program (tour, online, classroom)
- Town Hall meetings
- Open-Door (meetings with Center Director monthly)
- "Inside NASA" website
- IEMP
- LMS
- APPEL courses
- @ LaRC

Grade 11-12

- Toastmasters
- Langley Ambassadors
- Speakers Bureau
- Presentations (staff meetings, OUM, Center, Agency)
- Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing)
- Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print)
- CMR
- Development of technical report writing
- Consulting/Negotiation skills
- Attend and/or present at professional conferences

- Negotiation skills
- Special assignments (rotations, details, acting)
- Agency level teams
- Professional Organization(s) membership
- Co-lead/lead teams
- Professional Development Program
- Inter-agency training (e.g., DOJ, DEOMI)
- NASA First Program

- New Employee Orientation Program (tour, online, classroom)
- Town Hall meetings
- Open-Door (meetings with Center Director monthly)
- "Inside NASA" website
- IEMP
- LMS
- APPEL courses
- @ LaRC
- Participate in Center-wide projects or committees

Grade 13

- Toastmasters
- Langley Ambassadors
- Speakers Bureau
- Presentations (staff meetings, OUM, Center, Agency)
- Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing)
- Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print)
- CMR
- Development of technical report writing
- Consulting/Negotiation skills
- Attend and/or present at professional conferences

- Negotiation skills
- Special assignments (rotations, details, acting)
- Agency level teams
- Professional Organization(s) membership
- Co-lead/lead teams
- LDP
- Inter-agency training (e.g., DOJ, DEOMI)
- OPM courses (e.g., Leadership Potential, Conflict Resolution)
- NASA sponsored Leadership courses (e.g., MIP, MEP)
- Agency Fellowships
- Center and Agency Strategic Plans

- New Employee Orientation Program (tour, online, classroom)
- Town Hall meetings
- Open-Door (meetings with Center Director monthly)
- "Inside NASA" website
- IEMP
- LMS
- APPEL courses
- @ LaRC
- Participate in Center-wide projects or committees
- Details to NASA Centers or Headquarters

Grade 14

- Toastmasters
- Langley Ambassadors
- Speakers Bureau
- Presentations (staff meetings, OUM, Center, Agency)
- Communication courses (e.g., Clear Writing, Report Writing, Correspondence Writing)
- Electronic Media (MS Office, e-mail etiquette, videoconference, television/radio/print)
- CMR
- Development of technical report writing
- Consulting/Negotiation skills
- Attend and/or present at professional conferences

- Negotiation skills
- Special assignments (rotations, details, acting)
- Agency level teams
- Professional Organization(s) membership
- Co-lead/lead teams
- LDP
- Inter-agency training (e.g., DOJ, DEOMI)
- OPM courses (e.g., Leadership Potential, Conflict Resolution)
- NASA sponsored Leadership courses (e.g., MIP, MEP)
- Agency Fellowships
- Center and Agency Strategic Plans
- SES CDP
- SEB (committee chair)

- New Employee Orientation Program (tour, online, classroom)
- Town Hall meetings
- Open-Door (meetings with Center Director monthly)
- "Inside NASA" website
- IEMP
- LMS
- APPEL courses
- @ LaRC
- Participate in Center-wide projects or committees
- Details to NASA Centers or Headquarters

Enrichment Activities

Occupational Series 2210 Information Technology (IT)

Technical Knowledge

Customer Service

Grade 7-9

- IT principles, methods, and practices
- IT Systems Development Life Cycle Management concepts
- Performance monitoring principles and methods
- Technical documentation methods and procedures
- Systems security methods and procedures

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

Grade 11-12

- IT concepts, principles, methods, and practices
- IT Systems Development Life Cycle Management concepts
- Performance monitoring principles and methods
- Mission and programs of Langley organizations
- Organization's IT infrastructure
- Systems testing and evaluation principles, methods and tools
- IT security principles and methods
- New and emerging information technologies
- Project management principles and methods

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

Grade 13

- IT concepts, principles, methods, and practices
- IT Systems Development Life Cycle Management concepts
- Performance monitoring principles and methods
- Mission and programs of Langley organizations
- IT security standards, concepts, and methods
- New and emerging technologies and their application
- Project management principles, methods, and practices
- Interrelationships of multiple IT specialties
- Agency's IT architecture

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

Grade 14

- IT concepts, principles, methods, and practices
- IT Systems Development Life Cycle Management concepts
- Performance monitoring principles and methods
- Mission and programs of Langley Organizations
- IT security standards, concepts and methods
- New and emerging technologies and their application
- Project management principles, methods, and practices
- Interrelationships of multiple IT specialties
- Agency's IT architecture
- New IT developments and applications
- Develop new theories, concepts, principles, standards, and methods

- Diversity training
- Communication skills training
- "Dealing with Difficult Individuals" course
- Langley online training
- Langley Multimedia Education Center (self-paced learning)
- Proper etiquette (e-mail, phone, teleconferences, schedule and conduct meetings, video-conferences)
- Measure customer feedback
- NEEIS (online educational evaluation tool)

Career Path Progression

Occupational Series 801 Program/Project Management

Entrance Points

Science, engineering, or research and development organizations*

Grade 13 Sub-Project Manager, science, engineering, or research and development organizations*

Grade 14 Deputy Project Manager, Science, engineering, or research and development organizations*

Grade Level Job Title

Grade 13
Sub-Project Manager or equivalent**

Grade 14
Deputy Project Manager or equivalent**

Grade 15
Project Manager, Deputy Program Manager or equivalent**

Exit Opportunities

Promoted to GS 14, Sub-Project Manager, research or engineering position as a scientific, technical expert at GS 13 grade level*

Promoted to GS 15, Deputy Project Manager, research or engineering position as a scientific, technical expert at GS 14 grade level*

Project Manager, Deputy Program Manager, research or engineering position as a scientific, technical expert, or supervisor or GS 15 grade level*

* Other NASA centers, government agencies, and industry.

**Equivalent recognizes that the judgment of the supervisor with the concurrence of the Center ultimately determines the appropriate grade level as project/subproject impact, complexity, importance, scope, and breath vary dramatically.

Criterion

Occupational Series 801 Program/Project Management

Competency	GS 13	GS 14	GS 15
Technical Understanding	Knowledgeable of technical field (e.g., Test Project Engineer and Subsystem Manager positions); knowledgeable of systems analyses and their relationship to project management.	Multi-disciplinary understanding of technical fields; utilizes engineering of systems in the decision making process and requirements management.	Broad technical knowledge and experience in research and developmental projects with a strong emphasis on translating customer requirements into goals and objectives.
Leadership	Serves as team lead of subsystem(s) development or sub-projects.	Leads projects of broad scope; coordinates diverse technical groups (multi-disciplinary, multi-Center) of team members primarily within own Agency.	Leads multi-Agency, multi-Center, and/or public/private organizations to achieve broad program goals and objectives.
Planning & Implementation	Knowledgeable of proposal development processes and fundamentals of project management.	Implements project and/or program plans including requirements definition, resource management, risk mitigation, and safety and mission assurance.	Creates, plans and implements projects and/or programs; identifies and fosters partnerships with public and/or private organizations; negotiates with other Agencies and multiple Centers.
Contract Management	Knowledgeable of FARs and their relationship to managing the technical performance of contractors.	Devises acquisition strategies, evaluates technical proposals and provides feedback to COTR on contractor performance.	Knowledgeable of contractual vehicles available for project implementation; develops new and/or utilizes existing vehicles to accomplish project and program goals.
Resource Management	Knowledgeable of accounting principles and milestone tracking.	Knowledgeable of budget process and local (Center) steps involved in projects and/or programs resource management.	Utilizes accounting practices within federal and private organizations to accomplish project and/or program goals.
Knowledge of NASA	Knowledgeable of program and project requirements per NPR 7120.5x (NASA Program and Project Management Processes and Requirements).	Knowledgeable of Center Implementation Plan; implements program and project requirements per NPR 7120.5x (NASA Program and Project Management Processes and Requirements).	Awareness of Agency strategic plan; ensures adherence and alignment to NPR 7120.5x (NASA Program and Project Management Processes and Requirements).
Communication	Presents technical information orally and in writing to team members and project managers.	Presents technical and programmatic information orally and in writing to technical and non-technical groups within Agency.	Presents technical and programmatic information orally and in writing to technical and non-technical groups within and external to the Agency.

Enrichment Activities

Occupational Series 801 Program/Project Management

	Technical Understanding	Leadership	Planning and Implementation
Grade 13	<ul style="list-style-type: none"> - APPEL (e.g., Introduction to Aerospace at NASA, Introduction to Aeronautics, Technical Writing for the NASA Engineer, Communicating Technical Issues, Concept Exploration--System Engineering Fundamentals, and Decision Analysis) 	<ul style="list-style-type: none"> - APPEL (e.g., Negotiation, Decision Analysis, Project Change) - Other courses offered include Strategic Business Management, The Human Element - LLSDP-- APPLICABLE TO SUPERVISORS AND PROJECT/PROGRAM MANAGERS ONLY 	<ul style="list-style-type: none"> - APPEL (e.g., Analysis and Control, Foundations of Risk Management, Requirements Development and Management) - Other courses offered include 7120.5x Training, Project Management, Project Planning
Grade 14	<ul style="list-style-type: none"> - APPEL (e.g., Communicating Technical Issues, Decision Analysis, Managing Complex Projects, Team-Related Issues, Structures, and Management) - Other assignments outside of current field of technical expertise (e.g., LDP), detail to another Center 	<ul style="list-style-type: none"> - APPEL (e.g., Negotiation, Decision Analysis, Team Membership, Team Leadership, Leading Project Change) - Other courses/programs offered include Strategic Business Management, MIP, MEP, LDP - LLSDP-- APPLICABLE TO SUPERVISORS AND PROJECT/PROGRAM MANAGERS ONLY 	<ul style="list-style-type: none"> - APPEL (e.g., Analysis and Control, Foundations of Risk Management, Requirements Development and Management, Communication Strategy and Implementation) - Other courses offered include 7120.5x Training, Project Management, Project Planning
Grade 15	<ul style="list-style-type: none"> - APPEL (e.g., Communicating Technical Issues, Decision Analysis, Managing Complex Projects, Team-Related Issues, Structures, and Management, Project Review Processes and Strategies) - Other assignments outside of current field of technical expertise (e.g., LDP, detail to another Center) 	<ul style="list-style-type: none"> - APPEL (e.g., Negotiation, Decision Analysis, Team Membership, Team Leadership, Leading Project Change) - Other courses/programs offered include Strategic Business Management, MIP, MEP, LDP, FEI, SES CDP - LLSDP-- APPLICABLE TO SUPERVISORS AND PROJECT/PROGRAM MANAGERS ONLY 	<ul style="list-style-type: none"> - APPEL (e.g., Analysis and Control, Foundations of Risk Management, Requirements Development and Management, Communication Strategy and Implementation) - Other courses offered include 7120.5x Training, Project Management, Project Planning, Strategic Partnerships

Enrichment Activities

Occupational Series 801 Program/Project Management

Contract Management

Resource Management

Grade 13

- APPEL (e.g., Performance Based Statement of Work, NASA's Budgeting Process)

- APPEL (e.g., Scheduling and Cost Control)

Grade 14

- APPEL (e.g., Performance Based Statement of Work, NASA's Budgeting Process, Acquisitions and Contracting Workshop)

- APPEL (e.g., Scheduling and Cost Control, Acquisitions and Contracting Workshop)

Grade 15

- APPEL (e.g., Performance Based Statement of Work, NASA's Budgeting Process, Acquisitions and Contracting Workshop)
- Responsible for a NAR approved acquisition plan, SEB member and/or Selection Official

- APPEL (e.g., Scheduling and Cost Control, Acquisitions and Contracting Workshop, Integrating Cost and Schedule)
- Other training includes Appropriation and Authorization Process, private industry resource utilization and planning

Career Path Progression

Occupational Series 0018 Safety and Occupational Health

Entrance Points

Military, Jefferson Laboratory, other NASA centers or government agencies, industry

Military, Jefferson Laboratory, other NASA centers or government agencies

Military, Jefferson Laboratory, other NASA centers or government agencies

Grade Level Job Title

Grade 11
Safety and Occupational Health Specialist

Grade 12
Safety and Occupational Health Specialist

Grade 13
Lead Safety and Occupational Health Specialist

Exit Opportunities

Promoted to GS 12, occupational series 0018, 802, 856, 1152, 1601, or 1670, other NASA centers or government agencies, industry

Promoted to GS 13, occupational series 0018, 802, 856, 1152, 1601, or 1670, other NASA centers or government agencies, industry

Promoted to GS 14, occupational series 1601, management, other NASA centers or government agencies, industry

Criterion

Occupational Series 0018 Safety and Occupational Health

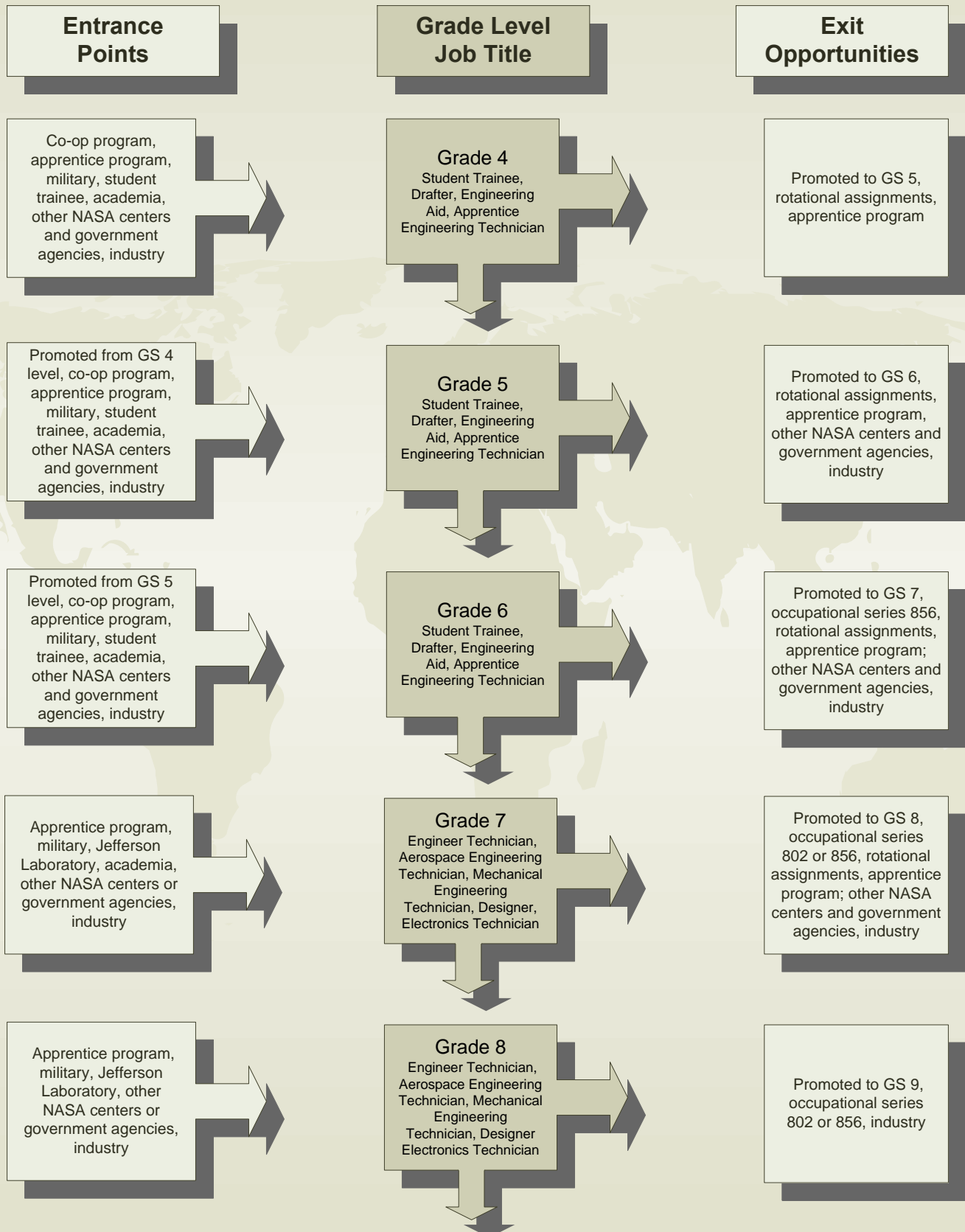
Competency	GS 11	GS 12	GS 13
Teamwork	Performs team assignments with a defined role with minimal supervision; contributes to team outcomes by actively participating as a team member on activities of limited scope and complexity; provides input to Center level review teams, forums, and mishap and accident investigations.	Performs team assignments independently with defined role; contributes to team outcomes by actively participating as a technical specialist; participates in Center level review teams, forums, and mishap and accident investigations; provides specialist level consultation to internal (e.g., technicians and engineers) and external customers concerning safety of facility systems, components, and apparatus; approves pretest plans in coordination with required approval resources (e.g., Standard Practice Engineers, Safety Office).	Leads Center level review teams, forums, and mishap and accident investigations; provides expert level consultation to internal (e.g., technicians and engineers) and external customers concerning safety of facility systems, components, and apparatus; approves and develops pretest plans in coordination with required approval resources (e.g., Standard Practice Engineers, Safety Office); serves as subteam lead for mishap and accident investigation panels when requested providing root causes, recommendations, and reports to Center and Agency leadership; recommends safety improvements and solutions to Safety Office based on team input as required.
Communication	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government) and to local audiences (e.g., industry, legal, public).	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government) and to local audiences (e.g., industry, legal, public); develops and obtains approval for waivers for unique experimental methods or apparatus where procedures or directives are not available or have not been developed; provides regular safety briefings to organization and, as a representative to the OUM, provides regular input on status of safety, injury, and illness reports.	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government) and to local, national, and international audiences (e.g., government, industry, legal, public); develops and obtains approval for waivers for unique experimental methods or apparatus where procedures or directives are not available or have not been developed; provides regular safety briefings to organization and, as a representative to the OUM, provides regular input on status of safety, injury, and illness reports.

Competency	GS 11	GS 12	GS 13
Computer Software/Hardware	Utilizes specialized computer software (e.g., AutoCAD, CAM software, Excel spreadsheets); proficient in Microsoft Office.	Utilizes specialized computer software (e.g., AutoCAD, CAM software, Excel spreadsheets); proficient in Microsoft Office.	Utilizes specialized computer software (e.g., AutoCAD, CAM software, Excel spreadsheets); proficient in Microsoft Office.
Safety/Mission Assurance	Participates in and conducts safety meetings; leads and serves on subcommittees on safety review teams; understands, adheres to, and ensures compliance with safety requirements; performs hazard and risk analyses by working closely with other Center resources; develops and implements safety recommendations; assesses and/or mitigates risks (e.g., environmental, personnel, and facility); designs safety procedures; takes initiative to procure required safety devices and equipment for the organization's personnel; recommends the application of specific techniques, methods, and procedures to eliminate or control unsafe acts or conditions.	Provides job hazard analysis for new and existing processes; validates all facility and laboratory areas for unsafe conditions and implements required documentation for eliminating or reducing hazards to acceptable levels; establishes limits using risk management techniques for defining Safety Analysis Reports on new and existing systems; develops a comprehensive safety plan for identifying training requirements, safety topics, certifications, and communications; maintains awareness of contractor compliance and provides insight for program and safety requirements.	Provides job hazard analysis for new and existing processes; validates all facility and laboratory areas for unsafe conditions and implements required documentation for eliminating or reducing hazards to acceptable levels; establishes limits using risk management techniques for defining Safety Analysis Reports on new and existing systems; often without guidelines, develops and/or designs a comprehensive safety plan for identifying training requirements, safety topics, certifications, and communications; maintains awareness of contractor compliance, and provides insight for program and safety requirements.
Technical/Organizational Knowledge	Demonstrates skills and thorough knowledge required for unique applications within assigned work area; selects and adapts experimental techniques and analytical methods to carry out tasks in assigned work area; develops guidelines and procedures; has knowledge of safety and occupational health principles, practices, procedures, and regulations applicable to the performance of a full range of safety and occupational health management responsibilities; has knowledge of operational work practices involving compressed gasses and flammable and combustible liquids to pinpoint causal factors contributing to mishaps and resulting in dangerous working conditions.	Demonstrates specialist knowledge of systems related to area of responsibility such as pressure, vacuum, high-energy electrical, hydraulic, pneumatic, and steam systems, with proficient knowledge of the processes and procedures required to install, modify, maintain and troubleshoot these systems; has specialist knowledge of engineering practices and principles related to these systems.	Demonstrates mastery of systems related to area of responsibility such as pressure, vacuum, high-energy electrical, hydraulic, pneumatic, and steam systems, with proficient knowledge of the processes and procedures required to install, modify, maintain, and troubleshoot these systems; has mastery of engineering practices and principles related to these systems.

Competency	GS 11	GS 12	GS 13
Leadership	Mentors team members; leads teams in assigned work area; independently plans and administers the safety and occupational health program activities within Branch, and sets due dates for area of responsibility.	Provides direction to team members on prescribed methods and techniques for safe operations and control of hazards associated with the area of responsibility; mentors Organizational Safety Heads on requirements of and responsibilities associated with the area of responsibility; leads safety meetings required for the organization.	Provides direction to team members on prescribed methods and techniques for safe operations and control of hazards associated with the area of responsibility; has full safety oversight of labs and facilities within assigned work area; leads and mentors Organizational Safety Heads on requirements of and responsibilities associated with the area of responsibility; leads safety meetings required for the organization.
Planning and Estimating	Identifies constraints and milestones of assigned work; plans multiple tasks and estimates resources, time, and schedule for assigned work area; typically work assignments are at the task level.	Identifies constraints and milestones of assigned work; plans multiple tasks and estimates resources, time, and schedule for assigned work area; identifies and performs analyses of a variety of hazards in research laboratories and supporting maintenance shops, and reduces or eliminates the potential for injury or property damage or environmental impact; typically work assignments are at the project level.	Integrates the identification and analysis of a variety of hazards in research laboratories and supporting maintenance shops, and reduces or eliminates the potential for injury or property damage, or environmental impact; plans safety activities of civil servant and contract personnel to determine safe levels of resources such as: personnel, materials, equipment, and safeguards; typically work assignments are at the program level.
Technical Problem Solving	Using available and related resources provides resolution to problems and recommends measures to deal with routine problems; when unusual problems exist, seeks professional consultation on methods and techniques that can be used to solve problems; uses a systems approach to troubleshooting; conducts root cause failure analyses to identify problem source; recommends and implements corrective and preventative measures.	Using available and related resources provides resolution to problems and recommends measures to deal with unique problems; researches methods and techniques to solve problems; uses a systems approach to troubleshooting; conducts root cause failure analyses to identify problem source; recommends and implements corrective and preventative measures.	Using available and related resources provides resolution to problems and recommends measures to deal with unprecedented problems; researches methods and techniques to solve problems; uses a systems approach to troubleshooting; conducts root cause failure analyses to identify problem source; recommends and implements corrective and preventative measures; often has to use multiple resources to develop an approach to solving problem.
NOTE: The criterion defined above are in addition to the criterion defined for the 802/856 GS 11 Technician.			

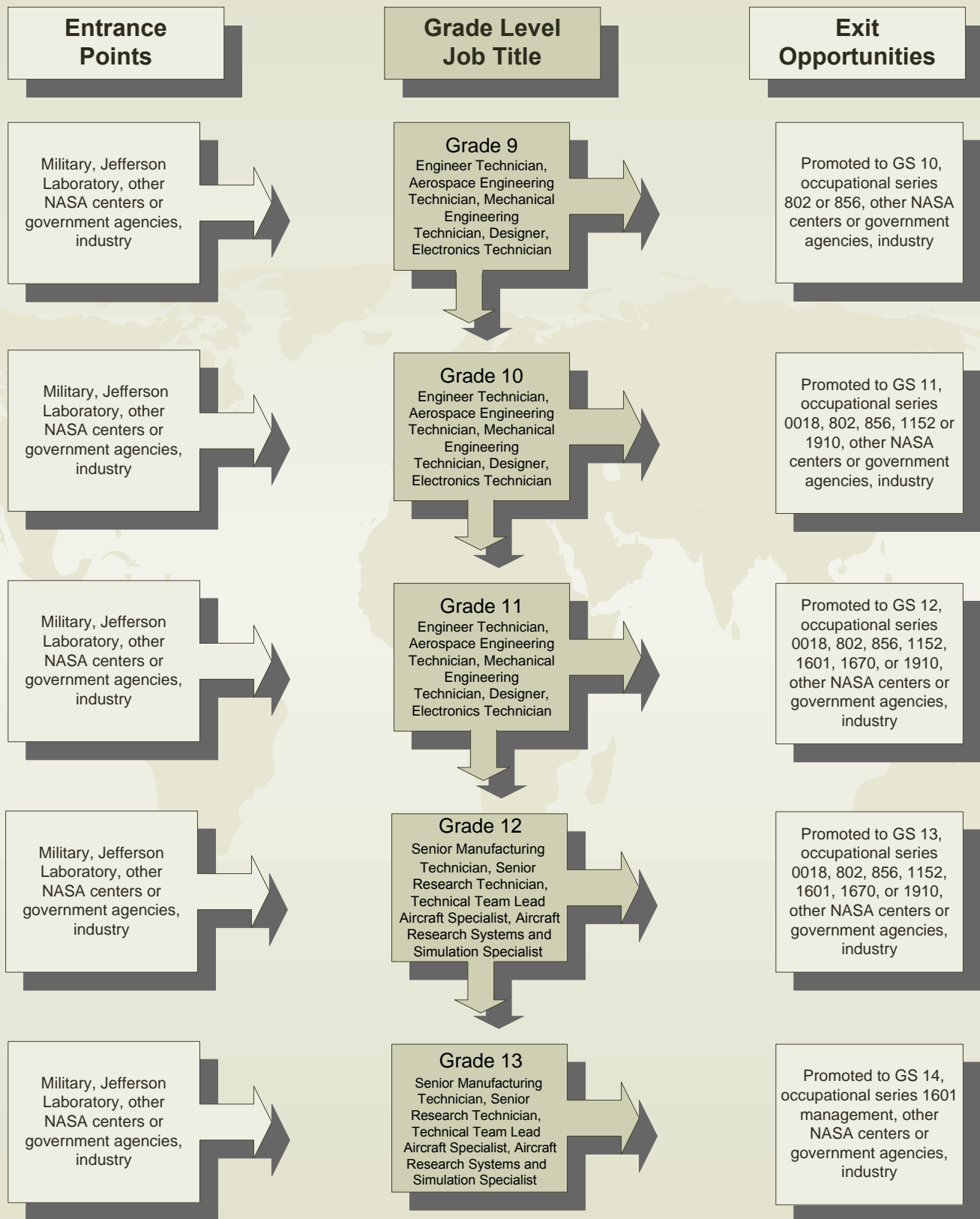
Career Path Progression

Occupational Series 802/856 Engineering Technician



Career Path Progression

Occupational Series 802/856 Engineering Technician



Criterion

Occupational Series 802/856 Engineering Technician

Competency	GS 4-7	GS 8-9	GS 10-11
Teamwork	Activities are completed as part of a training/apprentice program; continuation to higher grades is contingent upon successful progression.	Participates in team activities with direction from team lead or supervisor.	Performs team assignments with a defined role requiring minimal supervision; actively contributes to team outcomes.
Communication	Activities are completed as part of a training/apprentice program; continuation to higher grades is contingent upon successful progression.	Describes tasks in a clear, concise manner to team members, coworkers, and management; conducts demonstrations for work area to project and management personnel and the public during public relations activities; writes laboratory notes; documents procedures; reviews and revises drawings; develops work statements; completes standard forms.	Articulates complex technical information on a routine basis; conducts meetings (e.g., safety and team meetings); conveys technical information clearly; conducts skills training activities (branch level and inter-center); conducts presentations and tours of work area to management, peers, and the public; writes laboratory notes, technical briefs, and technical reports; reviews procedures for approval; reviews, revises, and develops drawings; develops work statements; completes standard forms.
Computer Software/Hardware	Activities are completed as part of a training/apprentice program; continuation to higher grades is contingent upon successful progression.	Utilizes standard computer operations (e.g., email, Microsoft Office); utilizes specialized computer software (e.g., AutoCAD, CAM software, LabView, ProE) to complete work assignments.	Demonstrates proficiency and expertise in specialized computer operations (e.g., AutoCAD, CAM software, LabView, ProE) to complete work assignments.
Safety/Mission Assurance	Activities are completed as part of a training/apprentice program; continuation to higher grades is contingent upon successful progression.	Participates in safety meetings and facility readiness reviews; serves on safety review teams; understands and adheres to safety requirements for assigned work area; makes recommendations to ensure safe operations and work environment.	Participates in and conducts safety meetings; serves on safety review teams; understands, adheres to, and ensures compliance with safety requirements; creates and implements safety recommendations; mitigates risks (e.g., environmental, personnel, and facility); designs safety procedures.
Planning and Estimating	Activities are completed as part of a training/apprentice program; continuation to higher grades is contingent upon successful progression.	Plans tasks and estimates time, resources, and schedule to complete the tasks.	Identifies contents and milestones of assigned work; plans multiple tasks and estimates resources, time, and schedule for assigned project tasks.

Competency	GS 4-7	GS 8-9	GS 10-11
Technical/ Organizational Knowledge	Activities are completed as part of a training/apprentice program; continuation to higher grades is contingent upon successful progression.	Demonstrates fundamental skills (e.g., mechanics, electronics) to complete assignments in work area; uses standard technical and/or organizational references, guides, and procedures to complete technical tasks.	Demonstrates skills and thorough knowledge required for unique applications within assigned work area; selects and/or adapts experimental techniques and analytical methods to carry out tasks in assigned work area; develops guidelines and procedures to effectively complete technical task; interprets organizational guidelines and precedents to successfully accomplish technical tasks/goals.
Leadership	Activities are completed as part of a training/apprentice program; continuation to higher grades is contingent upon successful progression.	Mentors engineering aides and students; demonstrates responsibility by completing assigned tasks; meets project milestones.	Mentors technicians and students; provides guidance to internal and external customers; leads teams in assigned work area; serves as focal point for specific systems or teams; demonstrates initiative, makes decisions regarding the approach to be followed in completing work assignments, and improves processes within scope of technical work.
Technical Problem Solving	Activities are completed as part of a training/apprentice program; continuation to higher grades is contingent upon successful progression.	Identifies and makes recommendations to solve technical problems; utilizes troubleshooting procedures to solve technical problems; seeks advice for solving complex problems.	Uses broad knowledge base to troubleshoot and solve problems; conducts failure analysis to identify problem source; recommends and implements corrective and preventative measures.

Criterion

Occupational Series 802/856 Engineering Technician

Competency	GS 12 Senior Manufacturing Technician	GS 13 Senior Manufacturing Technician	GS 12-13 Senior Research Technician	GS 12-13 Technical Team Lead
Teamwork	Represents the organizational work unit; serves as specialized technical expert and advisor for specific team tasks.	Leads and serves on a variety of multidisciplinary teams; plans, develops, and implements team goals and objectives; coordinates all team activities and facilitates completion of tasks.	Serves as research team member to define team roles and to advance projects; leads teams in completing project tasks; serves as team or project lead.	Works with research staff to identify and resolve complex technical issues; coordinates system integration and resources; obtains appropriate approval(s) to implement project plans; leads teams in completing project tasks.
Communication	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local audiences (e.g., industry, legal, public).	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local, national, and international audiences (e.g., government, industry, legal, public).	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local, national, and international audiences (e.g., government, industry, legal, public); reads, develops, and writes procedures, technical reports, and documentation.	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local, national, and international audiences (e.g., government, industry, legal, public); reads, develops, and writes procedures, technical reports and documentation.
Computer Software/ Hardware	Proficient in the use and application of specialized computer software (e.g., AutoCAD, CAM software, LabView, ProE); directs individuals (e.g., technicians, subject matter experts, contract support personnel) with software expertise to effectively meet the needs of technical projects/programs.	Recognized subject matter expert in the use and application of specialized computer software (e.g., AutoCAD, CAM software, Labview, ProE); directs individuals (e.g., technicians, subject matter experts, contract support personnel) with software expertise to effectively meet the needs of technical projects/programs.	Integrates various specialized software packages to complete complex work assignments (e.g., AutoCAD, ORCAD, RayCAD); utilizes software efficiently to meet project milestones; understands software limitations and output data.	Knowledgeable of data acquisition systems and equipment utilized in research process.

Competency	GS 12 Senior Manufacturing Technician	GS 13 Senior Manufacturing Technician	GS 12-13 Senior Research Technician	GS 12-13 Technical Team Lead
Safety/Mission Assurance	Proactively participates in monthly workplace safety meetings/audits; reviews hazard and risk analysis information, and recommends, develops, and implements safety requirements; mitigates risks (e.g., environmental, personnel, and facility); proficient in the application, implementation, and compliance of safety requirements; conducts safety requirements and mission assurance training with an emphasis on work procedures and techniques.	Proactively leads and participates in monthly workplace safety meetings/audits; proficient in the application, implementation, and integration of mission assurance policies and procedures; develops and conducts safety requirements and mission assurance training with an emphasis on work procedures and techniques; provides technical guidance and instructions to staff responsible for resolving safety and mission assurance issues related to processes, procedures, and techniques; serves as Facility Coordinator, Alternate Facility Coordinator, and/or Facility Safety Head as required.	Proactively participates in and leads safety meetings; analyzes potential safety concerns with the goal of mission assurance; recommends technical and procedural options that appropriately address multidisciplinary safety and research requirements; participates in and leads Center wide safety committees (e.g., ionizing radiation safety, non-ionizing radiation safety, hazardous material safety).	Proactively participates in and/or leads safety meetings; analyzes potential safety concerns with the goal of mission assurance; recommends technical and procedural options that acceptably address multidisciplinary safety and research requirements; serves as Facility Coordinator, Alternate Facility Coordinator, and/or Facility Safety Operator as required.
Technical/Organizational Knowledge	Recognized subject matter expert in a specific technical area (e.g., mechanical, electronics, composites); leads, manages, and coordinates the activities of fabrication requirements and projects specific to assigned work area; serves as project lead and point of contact for fabrication inquiries and requests within the organizational work unit (lead technician/lead shop concept).	Recognized subject matter expert in a specialized technical area with extensive knowledge, experience, and success in leading, managing, and coordinating the activities of complex fabrication challenges/projects (both within and outside of area of expertise) involving multiple technical disciplines (i.e., mechanical, electronic, composite) and requiring technical interface/exchange with researchers, engineers, technicians, etc., at all organizational levels, internal and external to the Center and Agency.	Recognized expert in specific technical field, serves as point of contact for technical input needed to address internal and external inquiries; understands technical requirements, scope, and theory of projects/tasks; assists in making technical decisions by using conventional techniques or developing new methods; intimately involved in bringing new capabilities to the Center, Agency, and nation.	Applies standard and specialized rules, procedures, or operational methods related to working with unique test facilities; reviews technical work for accuracy and policy adherence; provides advice on resolving complex issues; determines feasibility and methods of modifying test articles and test equipment to meet research requirements; assesses capability and reliability of new or existing equipment and analyzes results to ensure functionality.

Competency	GS 12 Senior Manufacturing Technician	GS 13 Senior Manufacturing Technician	GS 12-13 Senior Research Technician	GS 12-13 Technical Team Lead
Leadership	Manages technical assignments of limited scope directly without the assistance of a Section/Branch Head; provides technical leadership/mentorship to technicians, students, and internal and external customers in the development and integration of research hardware; handles personnel related matters impacting technical progress effectively.	Provides technical leadership and direction broad in scope (e.g., organizational employees, Center, industry/commercialization) to effectively manage technical activities of projects and/or programs directly without the assistance of a Section/Branch Head; serves as subject matter expert and provides mentorship/consultation to technicians, students, and internal/external customers; handles personnel related matters impacting technical progress effectively; collaborates with fabrication, advanced manufacturing, and R&D researchers, exercising wide latitude and independent judgment in work of unusual difficulty and responsibility.	Coordinates with research staff and support services to help lead the team and take the project to the next stage; provides direct input to project plans and studies while functioning as point of contact for specific experimental/measurement techniques; makes decisions to improve processes within scope of technical work; consults with customers on project applicability to other areas and how current work may be of use to them.	Provides technical and limited administrative leadership to team members; serves as team and/or project lead; manages work process (e.g., plans work to be accomplished, adjusts work priorities); makes decisions to improve processes within scope of technical work.
Planning and Estimating	Plans, estimates, and coordinates work to be completed by peers and subordinates, adjusts work schedules and priorities.	Plans, estimates, and coordinates work to be accomplished by team members or work group, directs complete projects or studies of broad scope and complexity (i.e., problems are not directly precedent, requires significant modifications to or adaptations of existing technical and theoretical methods).	Manages independent budget for work tasks; plans acquisitions, schedules, task plans, and resources to fit within project goals and timeline; develops contingency plans.	Plans work to be accomplished by team members; adjusts work priorities within scope of task performed by team; consults with and advises research team on availability of resources needed to support projects; prepares plans, specifications, and cost estimates for new construction or major modification/repair of existing research hardware or facilities.

Competency	GS 12 Senior Manufacturing Technician	GS 13 Senior Manufacturing Technician	GS 12-13 Senior Research Technician	GS 12-13 Technical Team Lead
Technical Problem Solving	Recognized specialist in root cause failure analysis methodologies; demonstrates extensive background and experience in troubleshooting practices and procedures (component to system level) with a history of significant contributions to major problem solving activities Agency-wide.	Recognized subject matter expert; analyzes and reviews problems associated with manufacturing processes, and develops solutions and recommendations for improvements/enhancements; leads and participates on investigative/problem solving teams focusing on solutions for design and fabrication challenges at the Center, Agency, national, and international levels.	Develops innovative solutions and recommendations based on knowledge of specialized and complex subject matter; utilizes a systems engineering approach to root cause identification and failure analysis; conducts independent research to advance the capabilities of the project, Center, and Agency.	Develops innovative solutions and recommendations based on knowledge of specialized and complex subject matter; utilizes a systems engineering approach to root cause identification and failure analysis; examines faculties, systems, and test articles to ensure optimal operations, and recommends improvements, upgrades, and maintenance.

<p style="text-align: center;">Criterion</p> <p style="text-align: center;">Occupational Series 802/856 Engineering Technician</p>		
Competency	GS 12-13 Aircraft Specialist	GS 12-13 Aircraft Research Systems and Simulation Specialist
Teamwork	Leads team and defines roles for maintenance, fabrication, and system upgrades; represents Branch as technical expert for Critical Design Reviews, Preliminary Design Reviews, and Airworthiness and Safety Review Board meetings.	Leads team and defines roles for maintenance, fabrication, and system upgrades; represents Branch as technical expert for Critical Design Reviews, Preliminary Design Reviews, and Airworthiness and Safety Review Board meetings.
Communication	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local, national and international audiences (e.g., government, industry, legal, public) writes, monitors, and reviews briefings for various flight preparation activities; generates system performance reports; writes and updates system operating procedures; demonstrates proficiency for engineering drawings under Configuration Management.	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local, national, and international audiences (e.g., government, industry, legal, pubic); writes, reviews, revises, and develops engineering drawings; develops and reviews work statements; generates system performance reports; develops unique system operating procedures; demonstrates proficiency of engineering drawings under Configuration Management.
Computer Software/Hardware	Utilizes specialized computer software (e.g., AutoCAD, CAM software, Excel); proficient in Microsoft Office; demonstrates user level knowledge for operation and setup of unique research systems computer software for wide variety of applications; demonstrates capability to adapt software with hardware development for large projects; serves as expert for integrating computer software/hardware to research aircraft applications.	Utilizes specialized computer software (e.g., AutoCAD, ORCAD, CAM software, Excel spreadsheets); proficient in Microsoft Office; demonstrates expert knowledge for operation and setup of specialized Computer Systems to adapt software and hardware for large research system testing to integrate to aircraft applications.
Safety/Mission Assurance	Analyzes potential safety concerns with the goal of mission assurance; recommends technical and procedural options that appropriately address multidisciplinary safety and research requirements; represents Branch as technical expert for presentation to safety review teams and Airworthiness and Safety Review Board meetings; ensures Federal Aviation Administration (FAA) guidelines are adhered to; conducts aircraft logbook reviews; serves as the authority for assuring inspections conducted on aircraft and monitors/maintains aircraft in safety of flight condition.	Analyzes potential safety concerns with the goal of mission assurance; recommends technical and procedural options that appropriately address multidisciplinary safety and research requirements; represents Branch as technical expert for research systems for presentation to safety review teams and Airworthiness and Safety Review Board meetings; demonstrates proficiency in application, implementation, and compliance of critical safety requirements.

Competency	GS 12-13 Aircraft Specialist	GS 12-13 Aircraft Research Systems & Simulation Specialist
Technical/ Organizational Knowledge	Demonstrates skills and through knowledge required for unique applications within assigned work area; selects and adapts experimental techniques and analytical methods to carry out tasks in assigned work area; develops guidelines and procedures; monitors/maintains aircraft in accordance with aircraft manufacturers publications and FAA Regulations; demonstrates comprehensive knowledge of specialized aircraft processes (e.g., service bulletins, airworthiness directives, etc.); leads effort to integrate, troubleshoot, and inspect experimental flight research systems and aircraft systems; maintains FAA certifications and Airframe and Power plant (A&P) license; serves as the technical expert for Center/Agency/industry projects.	Demonstrates technical skills to design, modify, and maintain aircraft and simulator research systems; serves as authority in making decisions concerning system and project-level upgrades; demonstrates knowledge of engineering practices and principles for resolving complex research system issues; demonstrates knowledge of specialized systems to adapt existing technology and equipment for novel applications; develops testing plans for research systems; demonstrates a broad range of integration skills for multidisciplinary airborne initiatives; demonstrates technical knowledge of Aircraft and Simulator specific research systems (i.e., HUD, cockpit displays, specialized computers).
Leadership	Mentors team members; manages technical assignments and leads teams in assigned work area independently ; leads aircraft teams on flight research deployments to accomplish major project objectives; demonstrates authority by making significant decisions while representing Branch; disseminates project task objectives to promote participation through teambuilding.	Mentors team members; manages technical assignments and leads teams in assigned work area independently; leads aircraft teams on flight research deployments to accomplish major project objectives; demonstrates authority by making significant decisions while representing branch; disseminates project task objectives to promote participation through teambuilding.
Planning and Estimating	Identifies constraints and milestones of assigned work; plans multiple tasks and estimates resources; plans and coordinates research system installations; develops maintenance budgets, schedules maintenance and inspections; schedules interfaces to research systems testing; plans and coordinates aircraft system installations and determines priorities to reflect multiple projects requirements.	Identifies constraints and milestones of assigned work; plans multiple tasks and estimates resources; plans and coordinates research system installations; develops maintenance budgets, schedules maintenance and inspections; schedules interfaces to research systems testing; plans and coordinates aircraft system installations and determines priorities to reflect multiple projects requirements.
Technical Problem Solving	Develops innovative solutions and recommendations based on knowledge of specialized and complex subject matter; utilizes a systems engineering approach to root cause identification and failure analysis; recommends and implements corrective and preventative measures; demonstrates technical knowledge and proficiency for a wide variety of aircraft and ground system diagnostic equipment and calibration tools.	Develops innovative solutions and recommendations based on knowledge of specialized and complex subject matter; utilizes a systems engineering approach to root cause identification and failure analysis; recommends and implements corrective and preventative measures; demonstrates technical knowledge and proficiency for a wide variety of research test instruments and calibration tools.
NOTE: The criterion defined above are in addition to the criterion defined for the 802/856 GS 11 Technician.		

Career Path Progression

Occupational Series 1152 Production Control

Entrance Points

Military, academia, Jefferson Laboratory, other NASA centers or government agencies, industry

Other NASA centers or government agencies, industry

Other NASA centers or government agencies, industry

Grade Level Job Title

Grade 11
Production Controller

Grade 12
Production Control Specialist

Grade 13
Lead Production Control Specialist

Exit Opportunities

Promoted to GS 12, occupational series 0018, 802, 856, 1152, 1601, 1670, or 1910, other NASA centers or government agencies, industry

Promoted to GS 13, occupational series 343, 0018, 802, 856, 1152, 1601, 1670, or 1910, other NASA centers or government agencies, industry

Promoted to GS 14, occupational series 343 or 1601, management, other other NASA centers or government agencies, industry

Criterion

Occupational Series 1152 Production Control

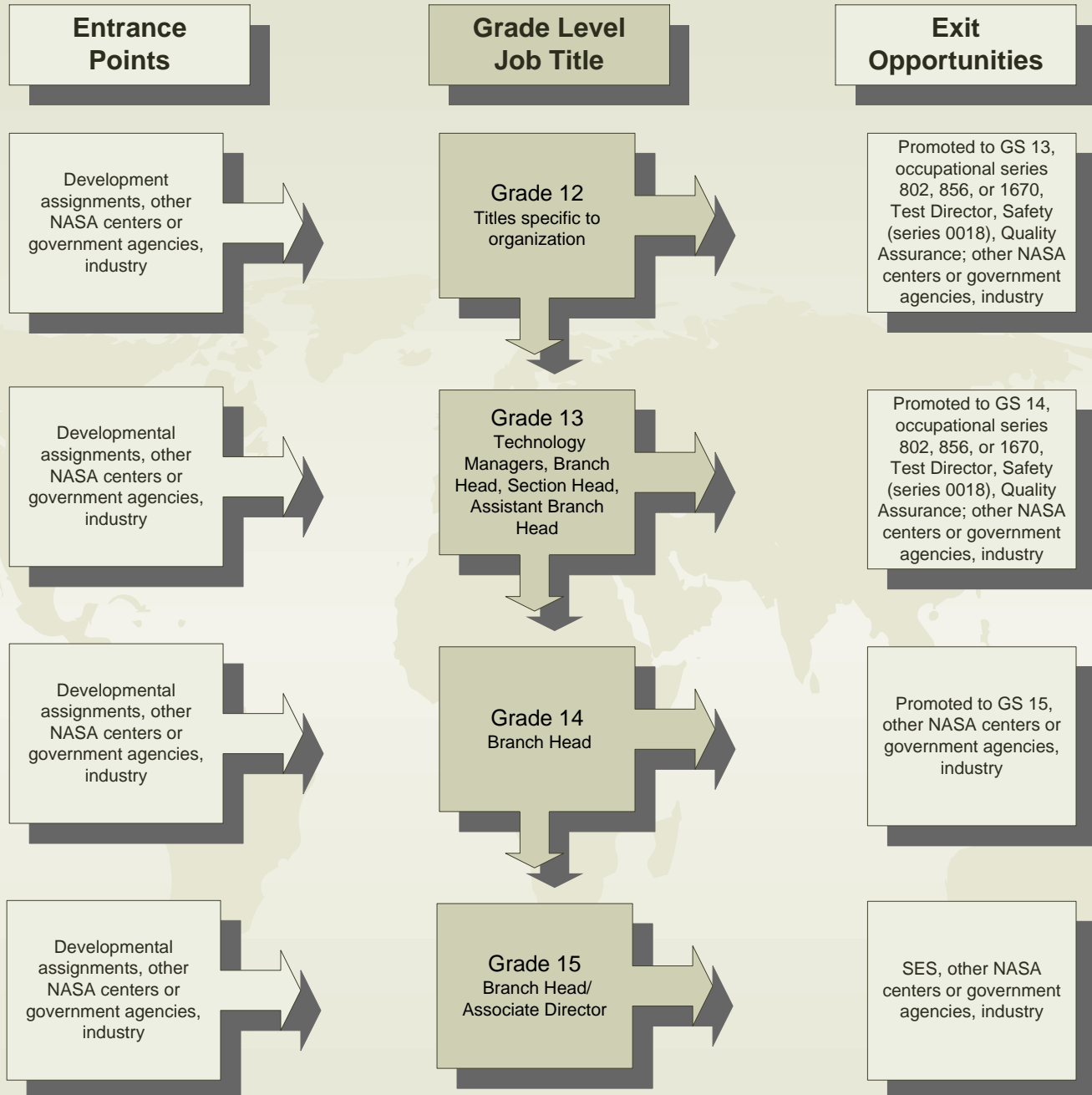
Competency	GS 12	GS 13
Teamwork	Represents Section and/or Branch, and functions as a technical expert for specific team tasks.	Leads teams and develops and implements team goals and objectives.
Communication	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government) and to local audiences (e.g., industry, legal, public).	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local, national, and international audiences (e.g., government, industry, legal, public).
Computer Software/Hardware	Proficient in use and application of specialized computer software (e.g., AutoCAD, CAM Software, ProE); directs others with software expertise to effectively meet the contractual requirements of the projects/programs.	Recognized subject matter expert in use and application of specialized computer software (e.g., AutoCAD, CAM software, Labview, ProE); directs others with software expertise to effectively meet the needs of technical projects.
Safety/Mission Assurance	Actively participates in monthly workplace safety audits; reviews hazard and risk analyses, and recommends, develops, and implements safety requirements; mitigates risks related to contractual requirements (e.g., environmental, personnel, and facility); proficient in the application, implementation, and compliance of safety requirements related to FAR, NASA FAR supplements, and LMS organizational and Center procedures; conducts safety requirements and mission assurance training with an emphasis on work procedures and techniques.	Leads monthly workplace safety audits; proficient in the application, implementation, and integration of mission assurance policies and procedures related to FAR, NASA FAR supplements, and LMS organizational and Center procedures; develops and conducts safety requirements and mission assurance training with an emphasis on work procedures and techniques; provides technical guidance and instructions to staff for resolving safety and mission assurance issues related to processes, procedures, and techniques.
Technical/Organizational Knowledge	Applies comprehensive knowledge of Center's procurement strategies and priorities related to contracting; has extensive experience and comprehensive knowledge of contract administration and procurement regulations (FAR, NASA FAR supplements), and LMS organizational and Center procedures; serves as "smart buyer" for procurement of contracted hardware; develops innovative solutions to complex technical problems and/or challenges.	Recognized subject matter expert in a specialized technical area; recommends changes to procurement strategies; develops guidelines and procedures to increase efficiency at the work unit level; develops innovative solutions to complex technical problems and/or challenges; participates on intra-center teams focusing on solutions for design and fabrication challenges with Agency level projects and programs.

Competency	GS 12	GS 13
Planning and Estimating	Plans, estimates, and coordinates work to be completed by peers and subordinates, adjusts work schedules and priorities.	Plans, develops, organizes, administers, evaluates, and coordinates comprehensive aerospace programs for projects/programs; plans, estimates, and directs complete projects or studies of complex nature (e.g., problems are not directly precedent, requires significant modifications to or adaptations of existing contract administration or FAR requirements).
Leadership	Demonstrates leadership to employees in work unit and independently manages technical assignments; serves as mentor, consultant or technical specialist to internal (e.g., engineers, technicians, students) and external customers in the development and integration of research hardware; effectively handles interpersonal related matters impacting technical progress.	Demonstrates leadership that is broad in scope (e.g., work unit employees, Center, industry/commercialization) and independently manages technical activities of projects and programs, serves as mentor, consultant, or technical specialist to internal (e.g., engineers, technicians, students) and external customers; effectively handles interpersonal related matters impacting technical progress; exercises wide latitude and independent judgment in collaboration with fabrication, advanced manufacturing, and R&D researcher(s) in completing work of unusual difficulty and responsibility along specialized technical lines.
Technical Problem Solving	Recognized specialist in root cause procedures to assess component failure; has extensive background in troubleshooting manufacturing practices and procedures with demonstrated contributions to major problem-solving activities Center-wide.	Recognized technical and/or contractual subject matter expert, leads and participates on investigative/problem solving teams focusing on solutions for design and fabrication challenges at the Center and Agency, at both national and international levels.

NOTE: The criterion defined above are in addition to the criterion defined for the 802/856 GS 11 Technician.

Career Path Progression

Occupational Series 1601 Management



Criterion

Occupational Series 1601 Management

Competency	GS 12-13 Project/Construction Management	GS 12-13 Section Head/ Assistant Branch Head	GS 13-14 Branch Head	GS 15 Branch Head/ Associate Director
Managing	Manages all aspects of assigned project from conception through execution, activation, and completion, including requirements, costs, schedules, and performance.	Manages day to day operations of the Section to include planning and reviewing of technical work of staff.	Manages day to day operations of Branch to include long term and strategic planning of work within multiple technical areas.	Manages strategic direction and development of assigned workforce to include reviewing complex, multidisciplinary work and integrating information from across the Center.
Planning	Plans and establishes project requirements, prepares cost estimates, schedules, and work breakdown structures.	Plans work and assigns tasks to accomplish research goals; negotiates timelines and milestones for projects.	Plans work and establishes goals and objectives by assigning work of Section Heads and staff; collaborates with Section Heads to ensure workforce and resources for projects are available.	Plans work and establishes goals and objectives across Center; negotiates work Agency- and Center-wide and with external customers; collaborates with Branch Heads to ensure workforce and resources for projects are available.
Implementation	Develops engineering design, specifications, drawings, and procedures; implements complete projects using available data, guidelines, precedents, codes, safety policies, and sound engineering practices.	Translates goals into effective plans and schedules; develops goals to complete assigned work; negotiates and accomplishes milestones; ensures work of staff meets deadlines.	Negotiates scope of program goals with Directorates and offices across the Center; translates program goals into effective work plans and schedules for multiple organizations; negotiates and coordinates completion of work across Center.	Negotiates scope of program goals center-wide, agency-wide, government-wide, and industry; translates program goals into effective work plans and schedules for multiple organizations; negotiates and coordinates completion of work across Agency.
Administration	Develops and maintains pertinent project documentation including plans and procedures, drawings, logbooks, and preventative/predictive maintenance records; prepares and presents project status reports to upper management and customers both verbally and using electronic media.	Approves leave, recommends disciplinary actions, awards, and promotions; recommends hiring decisions; establishes training plans for subordinates; provides technical and career guidance to subordinates; coordinates with union.	Approves leave, recommends and implements disciplinary actions, awards, and promotions; recommends and approves hiring decisions; establishes career development activities and competencies for Branch level capabilities; provides technical and career development guidance to subordinates; ensures compliance with union agreements and negotiates with union.	Approves leave, recommends and implements disciplinary actions, awards, and promotions; recommends and approves hiring decisions; establishes career development activities and competencies for Branch level capabilities; provides technical, career, and skill development guidance to subordinates; leads strategic direction in workforce development and succession planning; ensures compliance with union agreements and negotiates with union.

Competency	GS 12-13 Project/Construction Management	GS 12-13 Section Head/ Assistant Branch Head	GS 13-14 Branch Head	GS 15 Branch Head/ Associate Director
Mission Assurance	Defines requirements, constructs, activates, and verifies functionality of required system to assure compliance with mission goals and objectives.	Ensures research readiness within assigned work area by utilizing Center resources.	Ensures research readiness within multiple work areas across Branch by utilizing Center resources.	Provides coordination and ensures research readiness within multiple work areas across several branches by utilizing Center resources.
Technical Leadership	Coordinates work of other organizations, and reviews, analyzes, and integrates various efforts to ensure that project has minimum impact on scheduled experimental investigations; generates work statements for contract support and provides technical oversight during the design and construction phases; develops and applies new concepts, techniques, or experimental theories in solving problems not readily treatable by existing methods.	Demonstrates skills and knowledge necessary to complete tasks assigned to Section; selects and adapts experimental techniques and analytical methods to complete assignments; implements new guidelines and procedures to improve operational efficiency within Section.	Represents the multidisciplinary functional areas associated with the Branch during programmatic reviews with Directorate management; negotiates with program offices for new work; approves use of new experimental techniques and methods; reviews, modifies, and selects new guidelines and procedures to improve operational efficiency of all Branch equipment and labs.	Represents the multidisciplinary functional areas associated with the Directorate during programmatic reviews at the Center level; negotiates for new work across other Center directorates and with other Centers, government labs, and industry; approves use of new experimental techniques and methods; approves new guidelines and procedures to improve operational efficiency of the organization.
NOTE: The criterion defined above are in addition to the criterion defined for the 802/856 GS 11 Technician.				

Career Path Progression

Occupational Series 1670 Equipment Specialist

Entrance Points

Occupational series
802, 856 or 1601,
other NASA centers or
government agencies,
industry

Grade Level Job Title

Grade 12
Equipment
Specialist

Exit Opportunities

Promoted to GS 13,
occupational series
802 or 856, other NASA
centers or government
agencies, industry

Occupational series
802, 856 or 1601,
other NASA centers or
government agencies,
industry

Grade 13
Equipment
Specialist

Promoted to GS 14,
occupational series
802, 856 or 1601,
other NASA centers or
government agencies,
industry

<p style="text-align: center;">Criterion</p> <p style="text-align: center;">Occupational Series 1670 Equipment Specialist</p>		
	<p style="text-align: center;">GS-12 or GS-13 Equipment Specialist - Research/Utility/Institutional Facilities</p>	<p style="text-align: center;">GS-12 or GS-13 Equipment Specialist - Research/Utility/Institutional Facilities</p>
Teamwork	Leads and/or serves on a variety of multidisciplinary teams; responsible for the planning, development, and implementation of team goals and objectives; coordinates all team activities and facilitates completion of tasks.	Leads and/or serves on a variety of multidisciplinary teams; responsible for the planning, development, and implementation of team goals and objectives; coordinates all team activities and facilitates completion of tasks.
Communication	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (i.e., professional, educational, public, government), and to local, national, and international audiences (i.e., government, industry, legal, public); reads, develops, and writes procedures, technical reports, and documentation.	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (i.e., professional, educational, public, government), and to local, national, and international audiences (i.e., government, industry, legal, public); reads, develops, and writes procedures, technical reports, and documentation.
Safety/Mission Assurance	Proactively participates in and leads safety meetings; uses appropriate safety discipline and applicable engineering codes, defines requirements, constructs, activates, and verifies functionality of the required system to assure compliance with mission goals and objectives; analyzes potential safety concerns; recommends technical and procedural options that acceptably address multidisciplinary safety and research requirements.	Proactively participates in and leads safety meetings; uses appropriate safety discipline and applicable engineering codes, defines requirements, constructs, activates, and verifies functionality of the required system to assure compliance with mission goals and objectives; analyzes potential safety concerns; recommends technical and procedural options that acceptably address multidisciplinary safety and research requirements.
Technical/Organizational Knowledge*	Assignments within this series vary widely across Center resulting in the necessary technical and organizational knowledge to be significantly different for different jobs; specific requirements will be sufficiently detailed in the Position Description; recognized expert in a very specific technical field, serves as point of contact for technical input needed to address internal inquiries; understands technical requirements, scope, and theory of projects/tasks; assists in making technical decisions by using conventional techniques; assists in bringing new capabilities to the Center, Agency, and Nation.	Assignments within this series vary widely across Center resulting in the necessary technical and organizational knowledge to be significantly different for different jobs; specific requirements will be sufficiently detailed in the Position Description; recognized expert in a very specific technical field, serves as point of contact for technical input needed to address internal and external inquiries; develops and understands technical requirements, scope, and theory of projects/tasks; makes technical decisions by using conventional techniques or developing new methods; intimately involved in bringing new capabilities to the Center, Agency, and Nation.
Technical Problem Solving	Develops innovative solutions and recommendations based on knowledge of specialized and complex subject matter; recognized specialist in root cause failure analysis methodologies; demonstrates extensive background and experience in troubleshooting practices and procedures with a history of significant contributions to major problem solving activities Agency-wide.	Develops innovative solutions and recommendations based on knowledge of specialized and complex subject matter; recognized specialist in root cause failure analysis methodologies; demonstrates extensive background and experience in troubleshooting practices and procedures with a history of significant contributions to major problem solving activities Agency-wide.

	GS-12 or GS-13 Equipment Specialist - Research/Utility/Institutional Facilities	GS-12 or GS-13 Equipment Specialist - Research/Utility/Institutional Facilities
Leadership	Provides technical leadership and direction broad in scope (i.e., organizational employees, Center, industry/commercialization) to effectively manage technical activities of projects and/or programs directly without the assistance of Branch Head; as subject matter expert, provides mentorship/consultation to technicians, students, and internal/external customers; effectively handles personnel related matters impacting technical progress; coordinates with team and support services personnel to lead the team and take the project to the next stage; provides direct input to project plans and studies while functioning as point of contact for specific functions; makes decisions to improve processes within scope of technical work.	Provides technical leadership and direction broad in scope (i.e., organizational employees, Center, industry/commercialization) to effectively manage technical activities of projects and/or programs directly without the assistance of Branch Head; as subject matter expert, provides mentorship/consultation to technicians, students, and internal/external customers; effectively handles personnel related matters impacting technical progress; coordinates with team and support services personnel to lead the team and take the project to the next stage; provides direct input to project plans and studies while functioning as point of contact for specific functions; makes decisions to improve processes within scope of technical work.
Computer Software/Hardware	Proficient in the use of MS Office software and application of specialized computer software as required by area of specialty; knowledgeable of computer software/hardware solutions for problem resolution in specialized technical area; integrates various specialized software packages to solve complex problems; utilizes software efficiently to meet project milestones; understands software limitations and interprets data.	Proficient in the use of MS Office software and application of specialized computer software as required by area of specialty; knowledgeable of computer software/hardware solutions for problem resolution in specialized technical area; integrates various specialized software packages to solve complex problems; utilizes software efficiently to meet project milestones; understands software limitations and interprets data.
Planning and Estimating	Plans and establishes project requirements; plans resources to fit within project goals and timeline; develops contingency plans, schedules, and work breakdown structure; identifies material requirements and long lead items; estimates human resource needs and establishes required labor skills.	Plans and establishes project requirements; plans resources to fit within project goals and timeline; develops contingency plans, schedules, and work breakdown structure; identifies material requirements and long lead items; estimates human resource needs and establishes required labor skills.
<p>NOTE: The criterion defined above is in addition to the criterion defined for the 802/856 GS 11 Technician.</p> <p>*The only progression in the series occurs in the technical/organizational knowledge competency. The description of this competency depends on the type of work, which can vary significantly across the LaRC organizations.</p>		

Career Path Progression

Occupational Series 1910 Quality Assurance

Entrance Points

Military, academia, Jefferson Laboratory, other NASA centers or government agencies (DOD, NIST), industry

Military, academia, Jefferson Laboratory, other NASA centers or government agencies (DOD, NIST), industry

Military, academia, Jefferson Laboratory, other NASA centers or government agencies (DOD, NIST), industry

Grade Level Job Title

Grade 11
Quality Assurance
Specialist

Grade 12
Quality Assurance
Specialist

Grade 13
Lead Quality
Assurance
Specialist,
Supervisory Quality
Assurance
Specialist

Exit Opportunities

Promoted to GS 12, occupational series 0018, 802, 856, 1152, 1601, 1670, or 1910, other NASA centers or government agencies, industry

Promoted to GS 13, occupational series 0018, 802, 856, 1152, 1601, 1670, or 1910, other NASA centers or government agencies, industry

Promoted to GS 14, management, occupational series 1601, other NASA centers or government agencies, industry

<p style="text-align: center;">Criterion</p> <p style="text-align: center;">Occupational Series 1910 Quality Assurance Specialist</p>		
Competency	GS 12	GS 13
Teamwork	Represents work unit and functions as specialized quality assurance requirements expert and advisor in the implementation and verification of quality assurance practices, procedures, and requirements.	Leads teams, and develops and implements team goals and objectives; independently consults with research staff and support services to ensure compliance with required quality assurance practices and procedures.
Communication	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local audiences (e.g., industry, legal, public).	Interprets, exchanges, and translates technical information and subject matter clearly and concisely, often of varying degrees of complexity at all Directorate, Center, and Agency levels, a variety of forums (e.g., professional, educational, public, government), and to local, national, and international audiences (e.g., industry, legal, public).
Computer Software/ Hardware	Proficient in the use and application of specialized computer software (e.g., PCDMIS, Imagware Surfacar, web based document/procedure servers), and is capable of directing individuals (e.g., technicians, subject matter experts, contract support) with software expertise to effectively meet the quality assurance requirements of the projects/programs.	Recognized as a subject matter expert in the use and application of specialized computer software (e.g., PCDMIS, Imagware Surfacar, web based document/procedure servers, weld procedure requirements development), and is capable of directing individuals (e.g., technician, subject matter experts, contract support) with software expertise to effectively meet the quality assurance requirements of the projects/programs.
Safety/Mission Assurance	Assists lead quality assurance specialist in development, integration, evaluation, and coordination of comprehensive aerospace quality assurance programs; actively participates in monthly workplace safety audits; reviews hazard and risk analysis information, and recommends, develops, and implements safety requirements; mitigates quality assurance and safety risks (e.g., environmental, personnel, and facility); applies, implements, and ensures compliance with safety requirements; conducts training with an emphasis on safety requirements and mission assurance procedures and techniques.	Develops, organizes, administers, evaluates, and coordinates comprehensive aerospace quality assurance programs; leads monthly workplace safety audits; applies, implements, ensures compliance of and integrates mission assurance policies and procedures; develops and conducts training with an emphasis on safety requirements and mission assurance procedures and techniques; resolves safety and mission assurance issues related to processes, procedures, and techniques by providing technical guidance and instructions.
Technical/ Organizational Knowledge	Applies extensive knowledge of manufacturing technology (e.g., metals, composites, electronics) and quality assurance practices and procedures; provides quality assurance specialists with technical guidance and instructions to resolve operating problems relating to processes, procedures, techniques, and logistics; leads verification and testing of test articles and research hardware; increases the capability of specialized equipment by adapting existing technology for new or unique applications; develops guidelines and procedures to reduce task(s) cycle time; has an advanced understanding of a specialized and complex subject matter relating to quality assurance related technical areas (e.g. NPR's, LPR's, and LMS procedures); independently consults with research staff and support services to verify the required quality assurance practices and procedures are understood and complied with.	Develops and ensures compliance with quality assurance practices, procedures, and requirements; develops local operating procedures and organizational work instructions to supplement regulations and manuals; recognized as a quality assurance requirements subject matter expert; develops guidelines and procedures to increase efficiency at the work unit level; develops innovative solutions to complex technical problems and/or challenges; participates in intra-center teams focusing on solutions for design and fabrication challenges with agency level projects and programs; reviews technical work performed at LaRC for accuracy and adherence to quality assurance practices, procedures and requirements for flight/crew rated requirements; serves as a subject matter expert and advisor in the implementation and verification of quality assurance practices, procedures, and requirements (e.g., NPR's, LPR's, LMS, and other NASA centers procedure requirements).

Competency	GS 12	GS 13
Planning and Estimating	Assists in planning programs directed toward the testing and validation of aeronautics and space rated hardware; plans, estimates, and coordinates work to be completed by colleagues and subordinates and adjusts work schedules and priorities.	Plans, develops, organizes, administers, evaluates, and coordinates comprehensive aerospace quality assurance programs for projects/programs; plans, estimates, and directs complete projects or studies of complex nature where problems are not directly precedent and require significant modifications to or adaptations of existing quality assurance requirements.
Technical Problem Solving	Emerging specialist in root cause failure analysis methodologies from a quality requirements perspective; has extensive background in trouble shooting practices and procedures with a history of significant contributions to major problem solving activities Agency-wide.	Recognized as quality requirements subject matter expert who leads and/or participates on investigative/problem solving teams focusing on solutions for design and fabrication challenges at the Center and Agency, and at national and international levels.
NOTE: The criterion defined above is in addition to the criterion defined for the 802/856 GS 11 Technician.		

Enrichment Activities

Occupational Series 0018/802/856/1152/1601/1910 Technicians

	Teamwork	Communication	Safety/Mission Assurance
Grade 4-6	<ul style="list-style-type: none"> - Develop knowledge of Center processes - Attend skills development program training courses - Attend Interpersonal Skills training 	<ul style="list-style-type: none"> - Utilize electronic communication (e-mail, MS Office) - Participate in Outreach activities - Attend public speaking and technical writing courses - Participate in Toastmasters 	<ul style="list-style-type: none"> - Attend occupational safety and health related courses - Participate in safety meetings and reviews
Grade 7-8	<ul style="list-style-type: none"> - Develop knowledge of Center processes - Attend skills development program training courses - Attend Interpersonal Skills training 	<ul style="list-style-type: none"> - Utilize electronic communication (e-mail, MS Office) - Participate in Outreach activities - Attend public speaking and technical writing courses - Participate in Toastmasters - Serve as mentor for students 	<ul style="list-style-type: none"> - Attend occupational safety and health related courses - Attend training for Facility Safety Head/Facility Coordinator - Participate in safety meetings and reviews
Grade 9-11	<ul style="list-style-type: none"> - Develop knowledge of Center processes - Attend skills development program training courses - Attend Interpersonal Skills training - Serve on Center-wide teams - Volunteer for Agency/Center-wide teams, committees, boards, and panels 	<ul style="list-style-type: none"> - Utilize electronic communication (e-mail, MS Office) - Participate in Outreach activities and conduct tours - Attend public speaking and technical writing courses - Participate in Toastmasters - Serve as mentor for students - Author/co-author technical briefs/papers - Give presentations (e.g., Branch, Directorate, Center) 	<ul style="list-style-type: none"> - Attend occupational safety and health related courses - Attend training for Facility Safety Head/Facility Coordinator - Participate in safety meetings and reviews - Manage safety checklists and protocols
Grade 12-13	<ul style="list-style-type: none"> - Develop knowledge of Center processes - Attend skills development program training courses - Attend Interpersonal Skills training - Serve on Center-wide teams - Volunteer for Agency/Center-wide teams, committees, boards, and panels - Participate in technical interchange with industry and other government organizations for benchmarking, etc. - Participate in technical internship, details, and cross-training activities - Serve as a member of professional societies 	<ul style="list-style-type: none"> - Utilize electronic communication (e-mail, MS Office) - Participate in Outreach activities and conduct tours - Attend public speaking and technical writing courses - Participate in Toastmasters - Serve as mentor for students - Author/co-author technical briefs/papers - Give presentations (e.g., Branch, Directorate, Center) - Attend professional/technical conferences 	<ul style="list-style-type: none"> - Attend occupational safety and health related courses - Attend training for Facility Safety Head/Facility Coordinator - Participate in safety meetings and reviews - Manage safety checklists and protocols
Grade 14-15	<ul style="list-style-type: none"> - Develop knowledge of Center processes - Attend skills development program training courses - Attend interpersonal skills training - Serve on Center-wide teams - Volunteer for Agency/Center-wide teams, committees, boards, and panels - Participate in technical interchange with industry and other government organizations for benchmarking, etc. - Participate in technical internship, details, and cross-training activities - Serve as a member of professional societies 	<ul style="list-style-type: none"> - Utilize electronic communication (e-mail, MS Office) - Participate in Outreach activities and conduct tours - Attend public speaking and technical writing courses - Participate in Toastmasters - Serve as mentor for students - Author/co-author technical briefs/papers - Give presentations (e.g., Branch, Directorate, Center) - Attend professional/technical conferences - Participate in internship programs 	<ul style="list-style-type: none"> - Attend occupational safety and health related courses - Attend training for Facility Safety Head/Facility Coordinator - Participate in safety meetings and reviews - Manage safety checklists and protocols

Enrichment Activities

Occupational Series 0018/802/856/1152/1601/1910 Technicians

	Technical/Organizational Knowledge	Leadership	Computer Software/Hardware
Grade 4-6	<ul style="list-style-type: none"> - Network - Attend specialized training relevant to your job - Develop an IDP - LMS 	<ul style="list-style-type: none"> - Seek a mentor - Participate in Outreach activities - Prepare for leadership opportunities through networking 	<ul style="list-style-type: none"> - Support a combination of technical and administrative duties - Support technical requirements as needed - Attend NASA sponsored training
Grade 7-8	<ul style="list-style-type: none"> - Network - Attend specialized training relevant to your job - Develop an IDP - Develop knowledge in metrology - Continue education in specific fields/areas (e.g., community college, on-the-job training, universities, workshops) - Develop new and evolving technology skills - LMS 	<ul style="list-style-type: none"> - Seek a mentor - Participate in Outreach activities and conduct tours - Prepare for leadership opportunities through networking - Serve as a mentor to students, apprentices, and new employees - Retrain employees - Volunteer for leadership assignments 	<ul style="list-style-type: none"> - Support a combination of technical and administrative duties - Support technical requirements as needed - Attend NASA sponsored training
Grade 9-11	<ul style="list-style-type: none"> - Network - Attend specialized training relevant to your job - Develop an IDP - Develop knowledge in metrology - Continue education in specific fields/areas (e.g., community college, on-the-job training, universities, workshops) - Develop new and evolving technology skills - Author/co-author and review technical briefs/papers - Develop knowledge of Configuration Management - Obtain licenses/certificates - LMS 	<ul style="list-style-type: none"> - Seek a mentor - Participate in Outreach activities and conduct tours - Prepare for leadership opportunities through networking - Serve as a mentor to students, apprentices, and new employees - Retrain employees - Volunteer for leadership assignments - Attend leadership skills training courses 	<ul style="list-style-type: none"> - Support a combination of technical and administrative duties - Support technical requirements as needed (e.g., AUTOCAD, LabView, Pro Engineer, Simulation) - Attend AASA sponsored training - Support data acquisition system development
Grade 12-13	<ul style="list-style-type: none"> - Network - Attend specialized training relevant to your job - Develop an IDP - Develop knowledge in metrology - Continue education in specific fields/areas (e.g., community college, on-the-job training, universities, workshops) - Develop new and evolving technology skills - Author/co-author and review technical briefs/papers - Develop knowledge of Configuration Management - Obtain licenses/certificates - Attend technical conferences - Attend professional society meetings - LMS 	<ul style="list-style-type: none"> - Seek a mentor - Participate in Outreach activities and conduct tours - Prepare for leadership opportunities through networking - Serve as a mentor to students, apprentices, and new employees - Retrain employees - Volunteer for leadership assignments - Attend leadership skills training courses - Attend Business Education Program training - Work with management team regarding internships - Attend and participate in conferences - Attend project and program management training 	<ul style="list-style-type: none"> - Support a combination of technical and administrative duties - Support technical requirements as needed (e.g., AUTOCAD, LabView, Pro Engineer, Simulation) - Attend NASA sponsored training - Support data acquisition system development - Develop knowledge of Agency/Center MIS (e.g., PMII, FWOCs, WPS WIMS, AWARE)
14-15	<ul style="list-style-type: none"> - Network - Attend specialized training relevant to your job - Develop an IDP - Develop knowledge in metrology - Continue education in specific fields/areas (e.g., community college, on-the-job training; universities, workshops) - Develop new and evolving technology skills - Author/co-author and review technical briefs/papers - Develop knowledge of Configuration Management - Obtain licenses/certificates - Attend technical conferences - Attend professional society meetings - LMS 	<ul style="list-style-type: none"> - Seek a mentor - Participate in Outreach activities and conduct tours - Prepare for leadership opportunities through networking - Serve as a mentor to students, apprentices, and new employees - Retrain employees - Volunteer for leadership assignments - Attend leadership skills training courses - Attend Business Education Program training - Work with management team regarding internships - Attend and participate in conferences - Attend project and program management training 	<ul style="list-style-type: none"> - Support a combination of technical and administrative duties - Support technical requirements as needed (e.g., AUTOCAD, LabView, Pro Engineer, Simulation) - Attend NASA sponsored training - Support data acquisition system development - Develop knowledge of Agency/Center MIS (e.g., PMII, FWOCs, WPS, WIMS, AWARE)

Enrichment Activities

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	Planning and Estimating	Technical Problem Solving
Grade 4-6	<ul style="list-style-type: none"> - Develop skills in archiving and document stores - Attend training in Multi-tasking/Time Management 	<ul style="list-style-type: none"> - Identify problems and offer preventive and corrective measures
Grade 7-8	<ul style="list-style-type: none"> - Develop skills in archiving and document stores - Attend training in Multi-tasking/Time Management - Attend Resource Management and Scheduling training - Develop knowledge of Center processes 	<ul style="list-style-type: none"> - Identify problems and offer preventive and corrective measures - Attend training to develop troubleshooting, risk analysis, root cause identification, failure analysis, and hazard analysis skills
Grade 9-11	<ul style="list-style-type: none"> - Develop skills in archiving and document stores - Attend training in Multi-tasking/Time Management - Attend Resource Management and Scheduling training - Develop knowledge of Center processes - Attend project and program management training - Attend COTR and Configuration Management training 	<ul style="list-style-type: none"> - Identify problems and offer preventive and corrective measures - Attend training to develop troubleshooting, risk analysis, root cause identification, failure analysis, and hazard analysis skills - Attend training relative to participating on accident investigations and mishap boards - Participate on accident investigations and mishap boards
Grade 12-13	<ul style="list-style-type: none"> - Develop skills in archiving and document stores - Attend training in Multi-tasking/Time Management - Attend Resource Management and Scheduling, COTR, and Configuration Management training - Develop knowledge of Center processes - Attend Project and Program Management training - Attend LMDP courses - Develop knowledge of LaRC's MIS and attend Asset Management training - Manage and understand procurement policies - Attend SEB training and serve as consultant for SEB 	<ul style="list-style-type: none"> - Identify problems and offer preventive and corrective measures - Attend training to develop troubleshooting, risk analysis, root cause identification, failure analysis, and hazard analysis skills - Attend training relative to participating on accident investigations and mishap boards - Participate on accident investigations and mishap boards
Grade 14-15	<ul style="list-style-type: none"> - Develop skills in archiving and document stores - Attend training in Multi-tasking/Time Management - Attend Resource Management and Scheduling, COTR, Configuration Management, and Strategic Business Management training - Develop knowledge of Center processes - Attend Project and Program Management training - Attend LMDP courses - Develop knowledge of LaRC's MIS and attend Asset Management training - Manage and understand procurement policies and budget execution - Attend SEB training and serve as consultant for SEB 	<ul style="list-style-type: none"> - Identify problems and offer preventive and corrective measures - Attend training to develop troubleshooting, risk analysis, root cause identification, failure analysis, and hazard analysis skills - Attend training relative to conducting and participating on accident investigations and mishap boards - Participate on accident investigations and mishap boards